

# Voices Heard: The People of Harris County Speak

## The Talking Transition Survey Report



TALKING  
TRANSITION

HR&A

# Special Thanks

The Talking Transition survey would not have been possible without the support of several partners, including Houston Endowment, Ford Foundation, Episcopal Health Foundation, and HR&A Advisors.

HOUSTON ENDOWMENT



FORD  
FOUNDATION



Special thanks to the Texas Organizing Project, Boat People SOS, Chinese Community Center, and Emgage who provided the people-power to make the survey accessible to communities across Harris County.

**TOP**  
**TEXAS**  
ORGANIZING  
PROJECT



**BPSOS**  
BOAT PEOPLE SOS



# Executive Summary

**Talking Transition: Harris County** is an initiative of County Judge Lina Hidalgo that included a countywide survey of over 11,000 Harris County residents. The survey is one of many different approaches that Judge Hidalgo's office is using to learn about the issues that matter most to Harris County residents. **Judge Hidalgo intends to prioritize administrative policies, practices, and funding based on these issues.**

Judge Hidalgo assumed office on January 1, 2019, and commissioned a survey at the outset of her administration to learn from residents about their needs, priorities, and concerns. Another goal of the survey was to learn if residents know their representatives in County government, and take advantage of existing opportunities to weigh in on government decision-making.

The survey communicated a clear message that the new administration is making County government more accessible. By having 40+ canvassers knocking on doors, the County proactively reached out to residents, meeting them where they are to administer the survey.

The survey opened on January 28, just several weeks after Judge Hidalgo assumed office, and concluded on March 30, 2019.

**The results from the survey are clear.**



**Judge Hidalgo inherits a crisis of local democracy. Many Harris County residents do not know County government.** Only one in ten respondents were able to name both their County precinct and their County commissioner.

**Many County residents do not trust the criminal justice system.** Just about half of respondents believe the justice system is poor or terrible.

**Your race in Harris County often determines how you feel about your quality of life.** Twice as many black respondents rated the justice system negatively compared to white respondents. Black and Latino groups also experienced the most difficulty affording healthcare or housing in neighborhoods they rated as "good" or "very good." For instance, only 35% of black homeowners live in areas they rate as "good" or "very good" compared to 75% of white homeowners."

# Executive Summary

**Many People cannot find or do not receive vital government information.** Even for something that deeply impacts the lives of a majority of Harris County residents, like government information about flood recovery, three in four respondents said that it has not been easy to stay up to date, or that they did not know where to find information.

**Respondents all throughout the County, regardless of who they are and where they live, feel increasingly unsafe in the face of future natural disasters.** None of the Survey Areas, the 25 geographical areas (1-11 zip codes each) that compose Harris County according to the methodology of this survey, reported feeling that their sense of safety is improving. Respondents overwhelmingly favor using flood recovery funds to improve flood protection infrastructure.

**Air and water quality ratings represent an east-west divide.** Respondents living on the west side of Interstate 45 reported that their neighborhoods' air and water quality is satisfactory. In contrast, respondents living on the east side feel that their current air and water quality is terrible.

**Respondents throughout the County, in all Survey Areas, reported that air and water quality is declining and over half of respondents think County government should do more.**



**The county does not feel safe for many persons with disabilities.** Nearly half of respondents stated that safety for persons with disabilities is either poor or terrible, and a third thought it was getting worse.

**Public transportation access was reported as terrible in unincorporated areas of the County.** Respondents outside of Houston uniformly reported that public transportation options were terrible, and in most areas were reported as getting worse. Respondents in all Survey Areas state commute times are getting worse.

**One third of respondents had trouble paying for housing just this past year, and 70% of them were also affected by Harvey.** Twice as many respondents say housing affordability is bad and getting worse than say it is good and improving.

**Respondents that can't access the quality jobs that will enable them to support their families cited the lack of training, networks, experience, and transportation as the main causes.**

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# Introduction

# Introduction

## Talking Transition: Harris County

**Talking Transition: Harris County** has been a collaborative initiative that seeks to both educate residents on the workings of County government and learn from residents about their needs, priorities, and concerns.

During the first 100 days of Harris County Judge Lina Hidalgo's term, Talking Transition hosted seven community events across the County that reached over 1,600 people, and commissioned a survey that collected over 11,000 responses in 5 languages. With 40+ community canvassers knocking on doors to supplement the online survey, the dual approach allowed the County to proactively reach out to residents, meeting them where they are.

A robust sampling of Harris County residents shared their priorities and insights by answering 50+ questions on eight thematic policy categories. Questions touched on issues facing both neighborhoods and the county as a whole in terms of how good—or bad—the current state of the issue is, and whether it has been getting better or getting worse. Through this process many Harris County residents took the opportunity to weigh in on their future of their communities.



Talking Transition survey canvasser passing out flyer.

### Purpose of this Report

Judge Hidalgo intends to base County policies on what issues matter most to residents, informed in part by these survey results. The County Judge's Office continues to engage directly with residents on an ongoing basis to ensure that residents who did not complete the survey still have the opportunity to inform County priorities.

This report makes transparent the findings of the survey for all residents.

# **Methodology & Participation**

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# How was the survey administered?

## About the Talking Transition Survey Methodology

The Talking Transition survey was administered both online and in person. The survey was accessible via desktop computer, tablet, and mobile smartphone. Survey questions were translated into English, Spanish, Vietnamese, Arabic, and Chinese, which represent some of the top languages spoken throughout the county. A full list of survey questions is included in the appendix of this report.

The survey was open for nine weeks between January 28 and March 30, 2019. The survey gathered 11,003 valid survey responses. A majority of these were collected through canvassing.

The survey was designed to over-sample in neighborhoods that have had historically low civic participation. This helped ensure that residents who might not otherwise engage with County government had the opportunity to have their voices heard.

Talking Transition worked in collaboration with the Texas Organizing Project, Boat People SOS, Chinese Community Center, and Engage, to recruit 40+ organizers to act as “community canvassers,” who were deployed throughout communities in Harris County to gather survey responses. The partners were chosen to help make the survey broadly accessible across a diversity of linguistic communities.

It is important to note that while the survey provides rich data from the 11,000+ survey respondents, the findings do not necessarily represent Harris County as whole since the survey did not rely on a random sample of residents.

# Who took the survey?

## About the Talking Transition Survey Sample



Talking Transition survey canvasser passing out flyer.

**The Talking Transition survey canvass extended outreach to underrepresented communities to ensure that those residents' voices were heard.**

Focused canvass efforts within communities that are typically underrepresented within civic engagement surveys—including non-English speakers and lower income areas—allowed analysts to better see the particular needs and concerns of those residents.

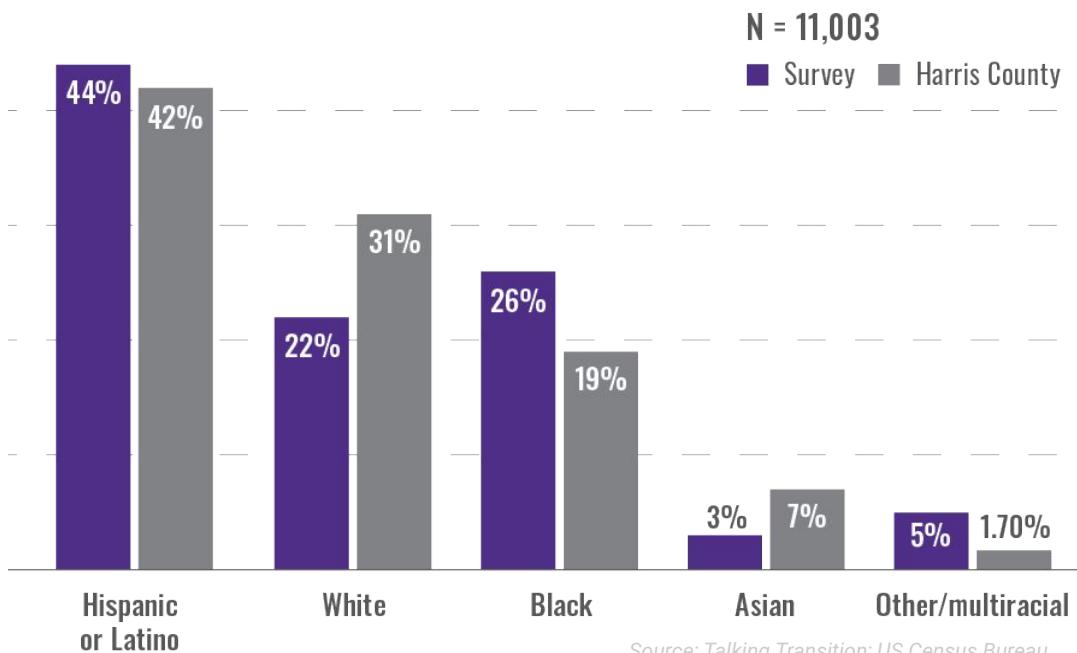
Compared to the county as a whole, the surveyed population was more likely to live in lower income neighborhoods, and rent rather than own their homes. Nearly half of all respondents said that paying for housing was a problem or a serious problem. Almost 80% of survey respondents are long-term Harris County residents and have lived in the county for 10 years or more. Over half of respondents identified as having been affected by Hurricane Harvey.

While respondents were more likely to have voted in the 2018 midterms (58% of respondents voted v. 52% countywide), over 40% of respondents had not cast ballots.

# Talking Transition Survey Sample

Survey respondents showed a different racial composition compared to the overall Harris County resident population - the Hispanic and African-American population were overrepresented, whereas the white and Asian population were underrepresented.

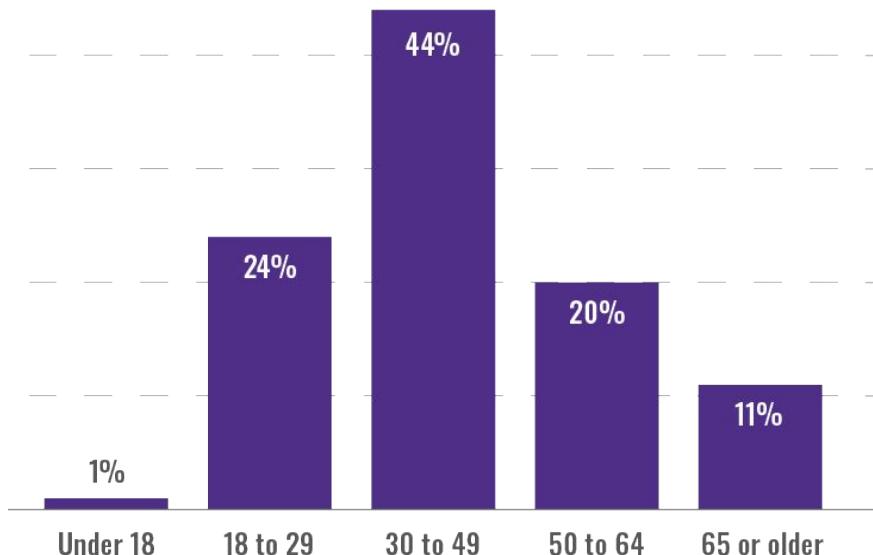
## Respondents by race/ethnicity



## Respondents by age

The survey received a majority of responses from respondents between 18-49. When focusing on the above-18 group, respondents between 30-49 were oversampled, whereas the population aged 50 and above were slightly undersampled. While respondents under 18 comprised only 1% of respondents, that level of response is understandable due to the nature and content of the survey.

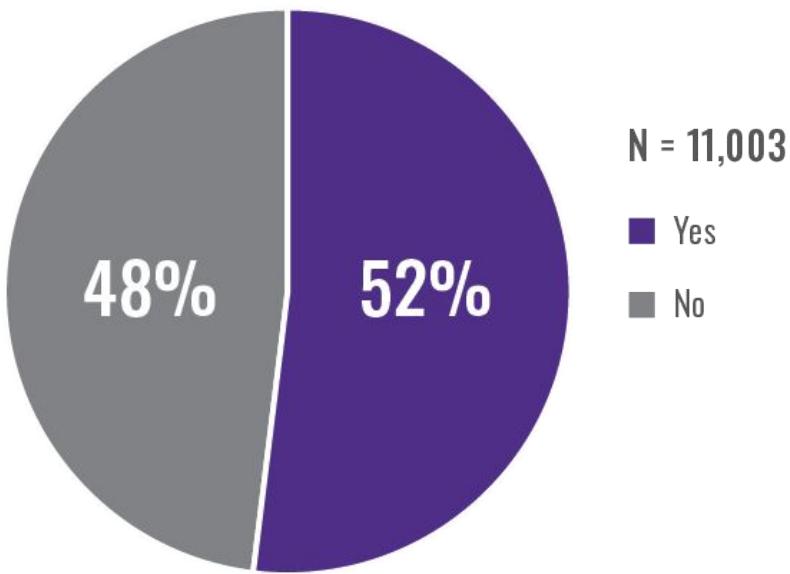
N = 9,841



Note: Notations of "N" within graphics show the number of respondents who answered the survey question, some of which were optional.

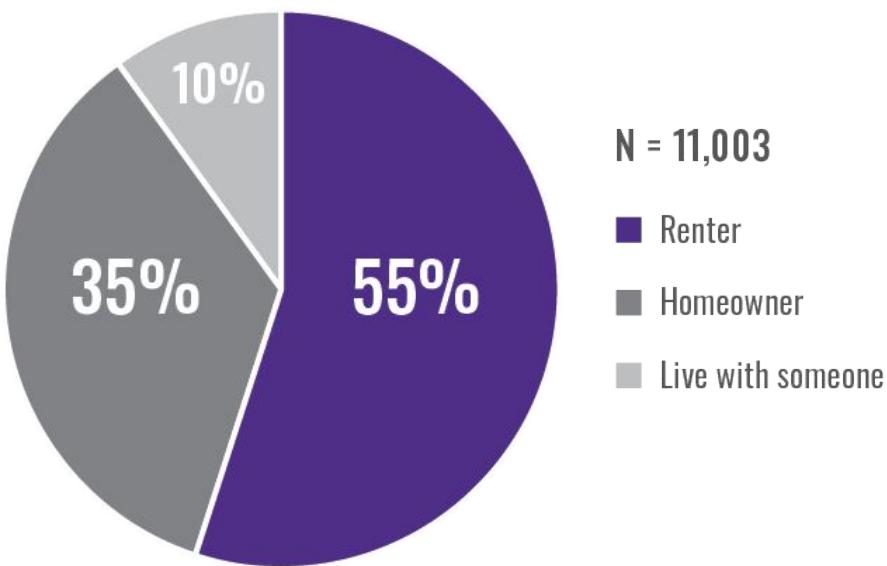
# Talking Transition Survey Sample (continued)

## Respondents by whether they were affected by Hurricane Harvey



Over 5,700 respondents, or approximately half of survey respondents, were affected by Hurricane Harvey in 2017.

## Respondents by housing tenure



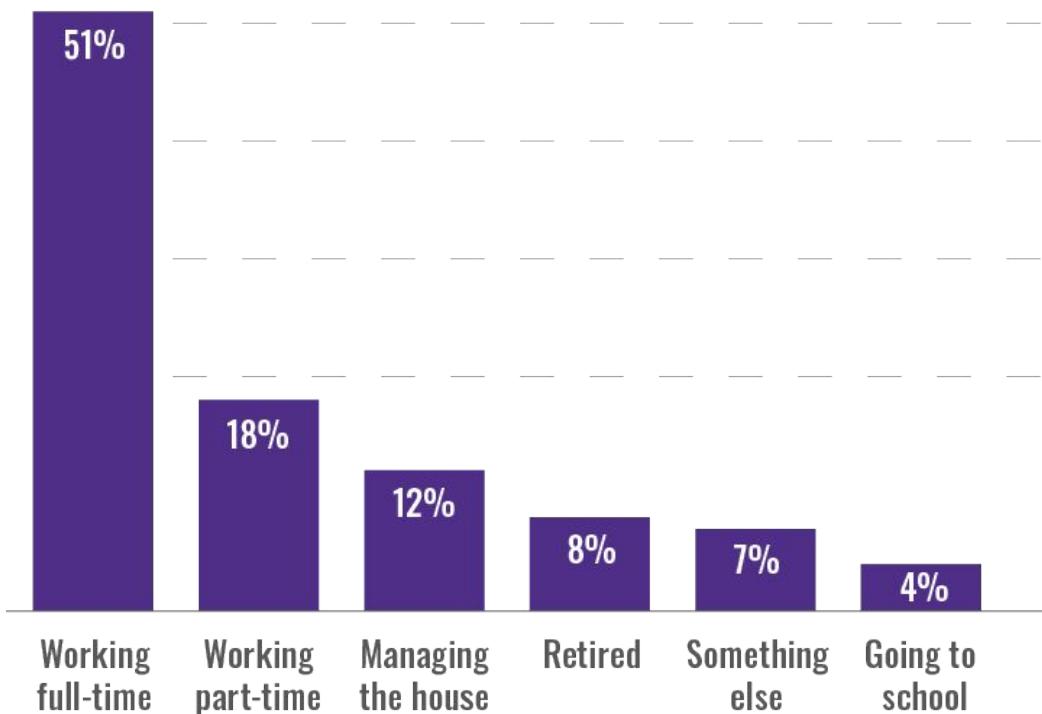
A majority of respondents were renters, and homeowners accounted for 35% of respondents. Compared to overall Harris County where homeowners comprise 55% of residents, the survey had a larger sample of renters and a smaller sample of homeowners.

Source: Talking Transition;  
US Census Bureau

# Talking Transition Survey Sample (continued)

Respondents by employment status

N = 11,003

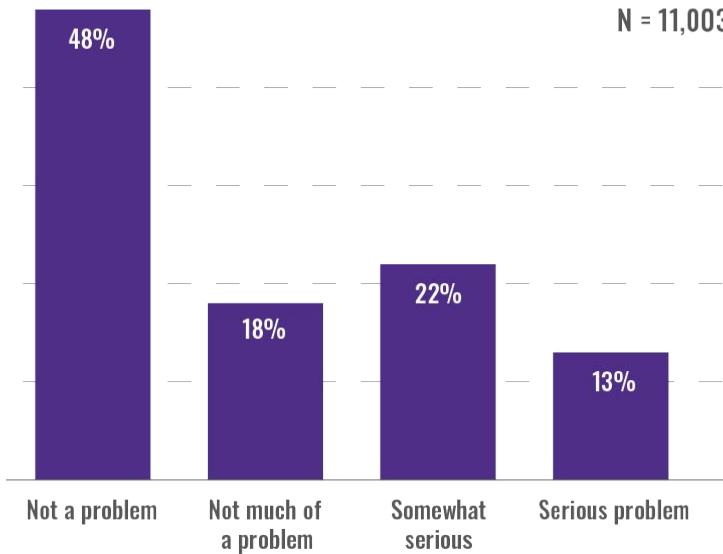


Survey respondents could be described as less financially stable as compared to the County population, by a number of indicators - 45% of respondents between 18-64 years old had full-time jobs, lower compared to the Countywide number of 59%. Over a third of respondents reported at least some problem paying for housing, and 57% had health insurance, whereas a little under 80% of County residents are insured.

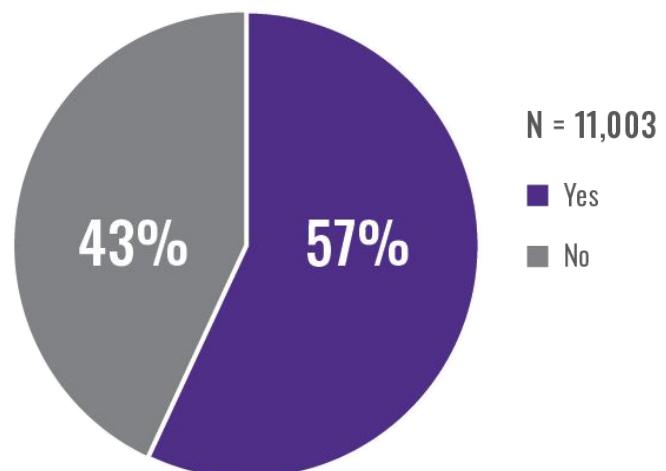
Source: Talking Transition;  
US Census Bureau

Respondents by whether they have a problem paying for housing

N = 11,003

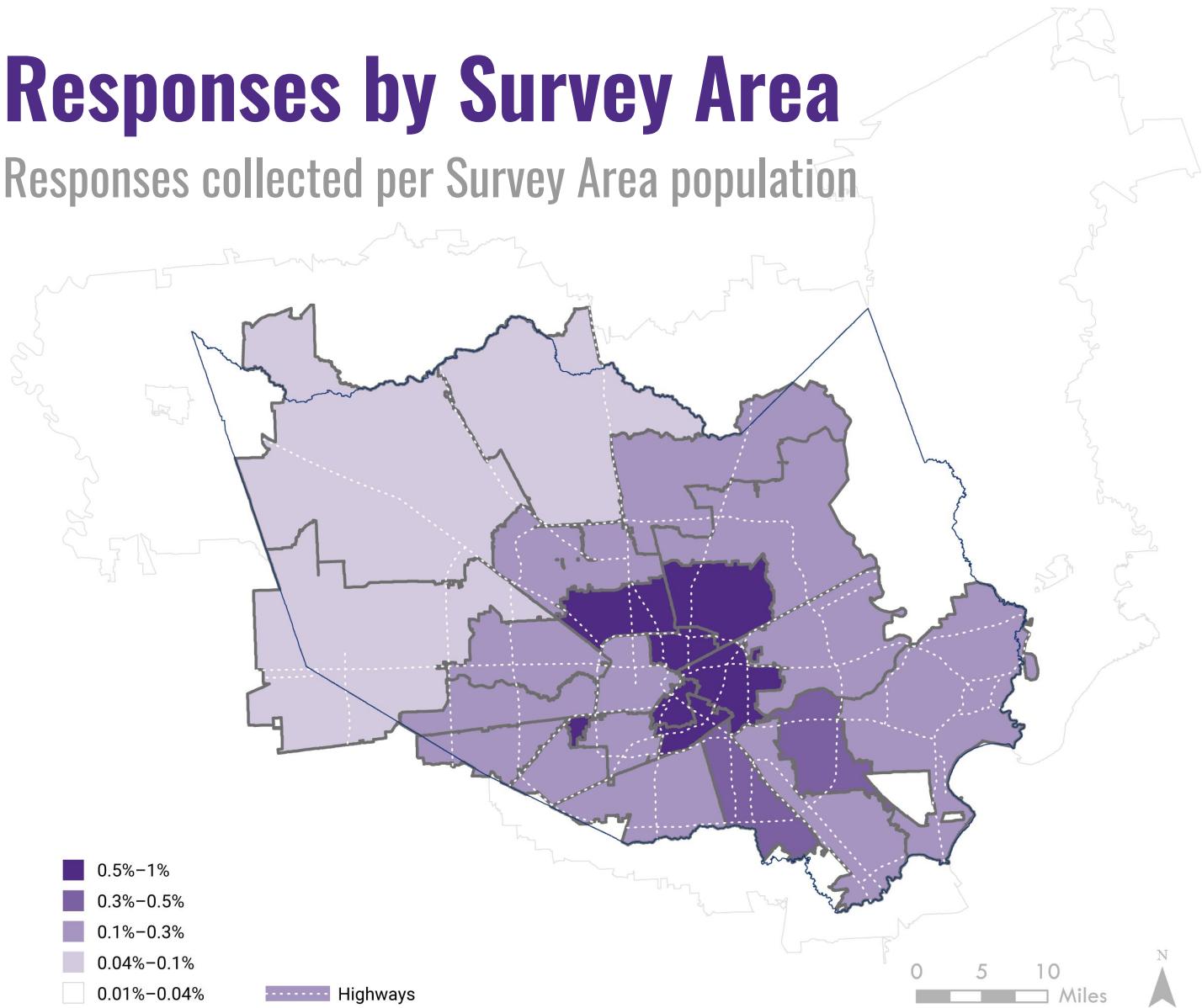


Respondents by health insurance status



# Responses by Survey Area

Responses collected per Survey Area population



**Overall, survey respondents comprised 0.3% of the Harris County population.**

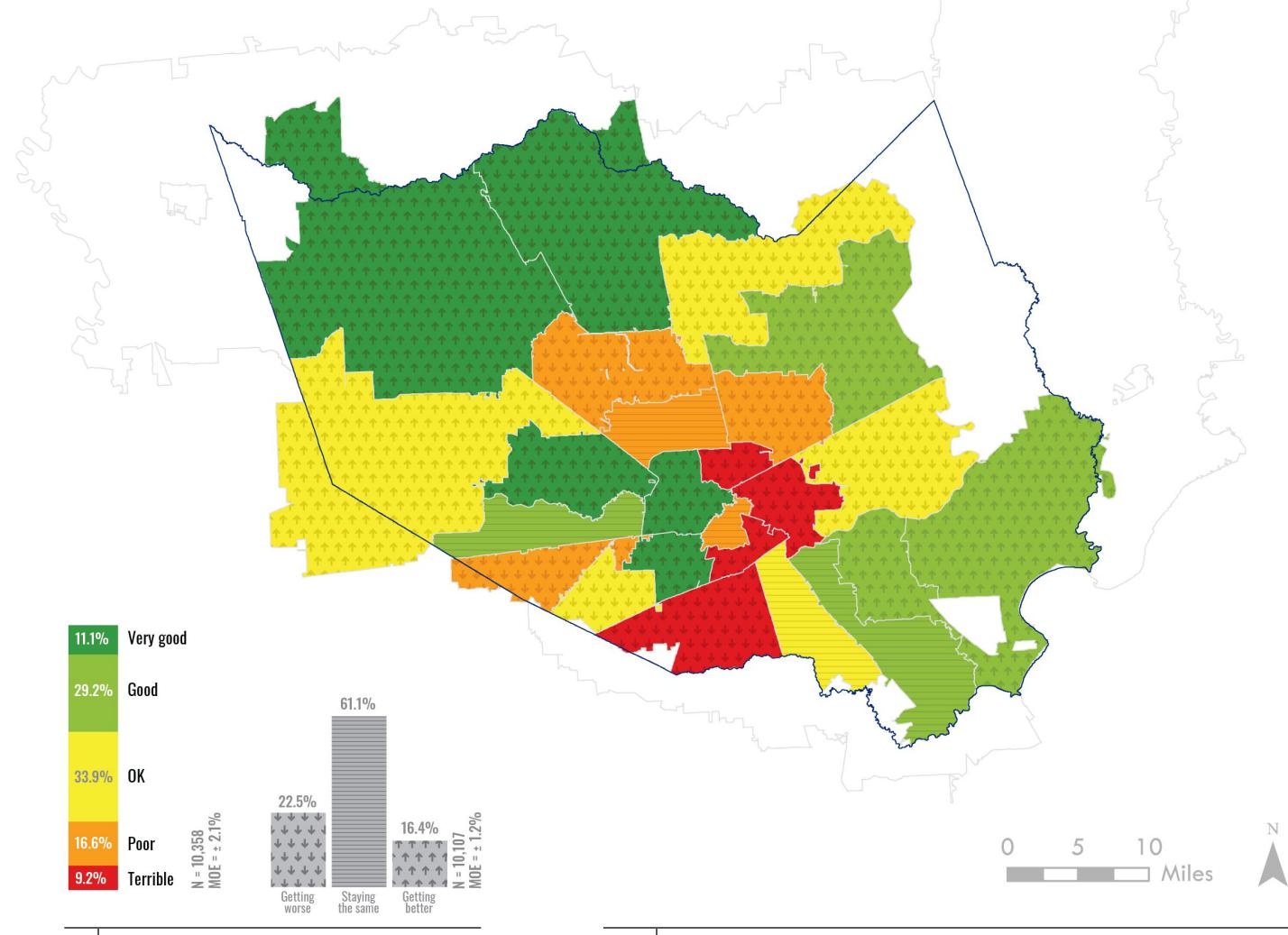
The geographic distribution across the County was uneven at the Survey Area\* level, where the number of collected responses ranged from 0.01% of the population within the Survey Area to approximately 1%. Response rates were higher for areas within Houston, Gulfton, and Pasadena, and lower for northeast and northwest Unincorporated Harris.

This distribution was in part due to the methodology. Nearly 75% of responses were collected by canvassers, who operated more in areas with higher population density. As canvassing also prioritized traditionally underrepresented communities, these residents are better represented in the survey than if the survey were distributed randomly.

\* Survey Areas were created to analyze differences within Harris County. The methodology is described in the appendix.

# How to Read - Quality of Life Maps

Compared to other places in Harris County, my neighborhood is.....



These bar charts summarize all individual responses collected countywide. The left represents responses to the question on **current conditions**, and the right on the **direction of change**.

The map shows the average response per Survey Area, calculated by first coding responses to numbers as shown below, calculating the average response per Survey Area, then assigning the "very good /good/.." labels to the average values. The thresholds are consistent across maps, and were designed based on the "Neighborhood Quality of Life" question on page 18.

Very good	2
Good	1
OK	0
Poor	-1
Terrible	-2

Getting better	1
Staying the same	0
Getting Worse	-1

# **Findings & Results**

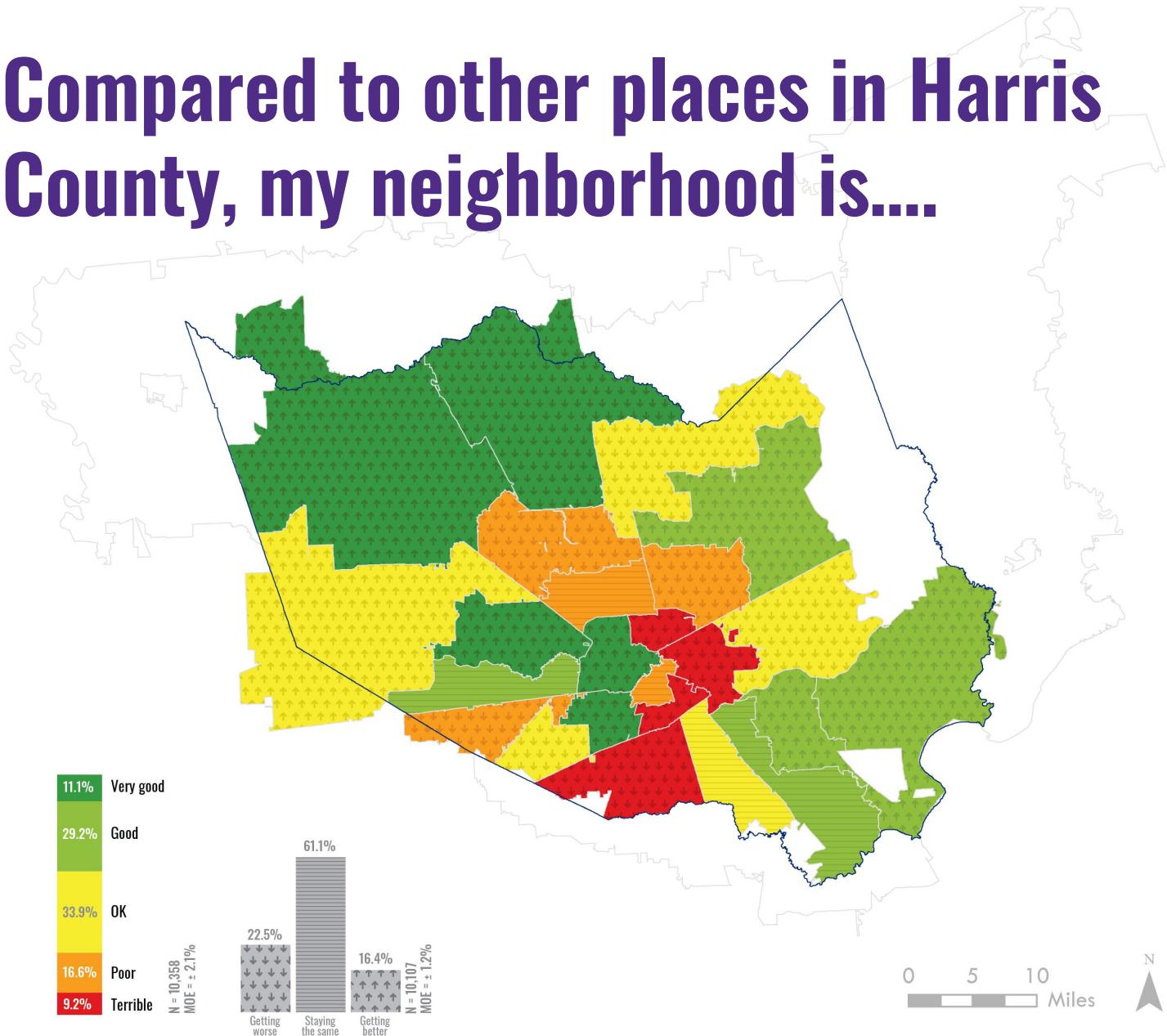
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# **Quality of Life**

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# Compared to other places in Harris County, my neighborhood is...



## Where you live in Harris County determines what you think of your quality of life.

Respondents' feelings about the state of their neighborhood compared to other places in Harris County vary widely by geography. Western Harris County, particularly respondents north of Interstate 10 and west of Interstate 45, feel that their neighborhoods are doing very well.

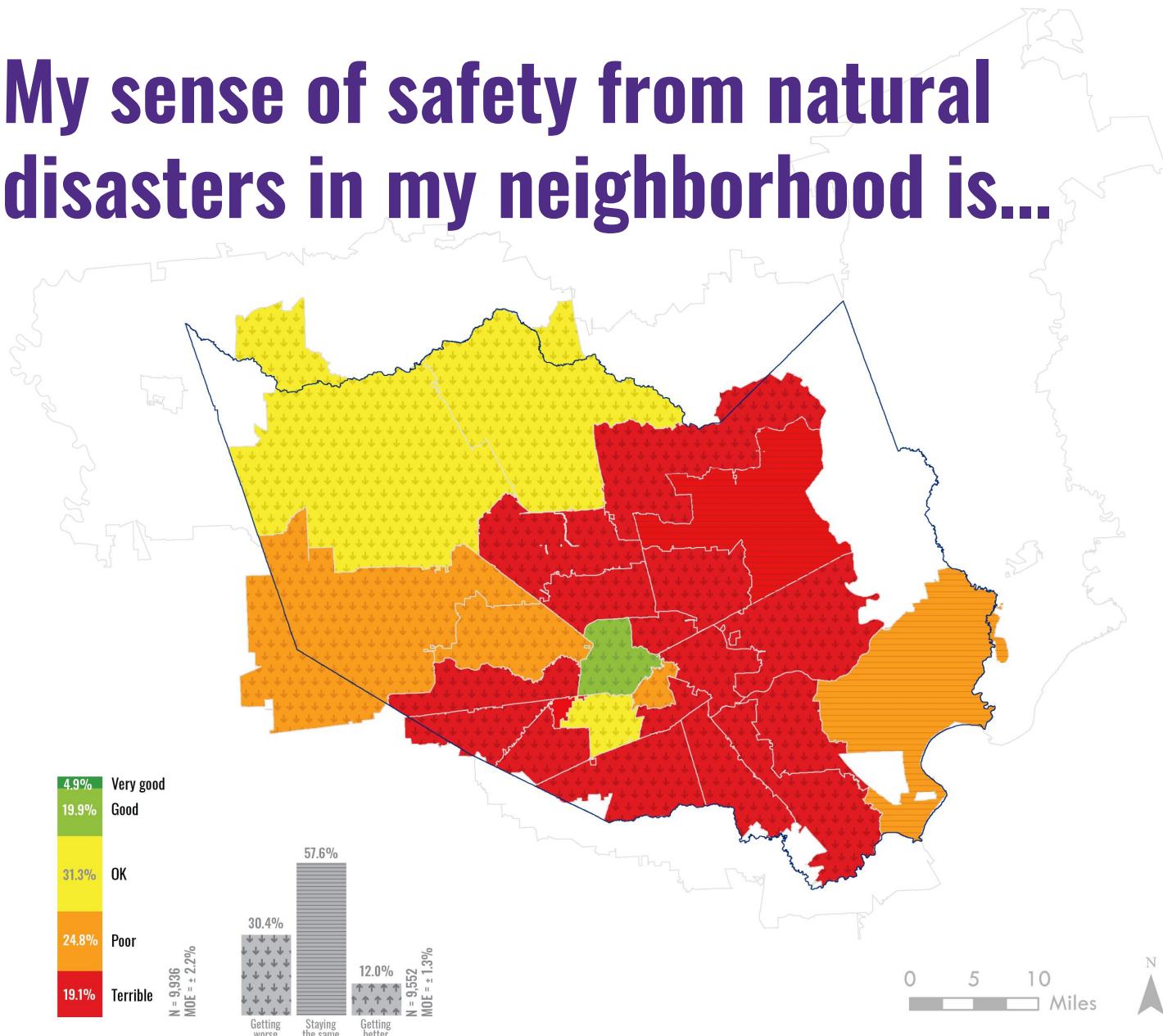
Respondents in the southeastern neighborhoods of Baytown, Pasadena, and LaPorte also feel that their neighborhoods are doing well and are improving. Within the 610, respondents west of I45 feel that their neighborhood is very good, while those east of I45 feel their neighborhoods are poor to terrible.

Respondents in the southern neighborhoods of Central Southwest and Southeast Houston also feel that their neighborhoods are doing terrible compared to the rest of Harris County, and also feel that their neighborhoods are declining.

# **Resilience & Flood Mitigation**

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# My sense of safety from natural disasters in my neighborhood is...



**Many Harris County residents do not feel safe from natural disasters.**

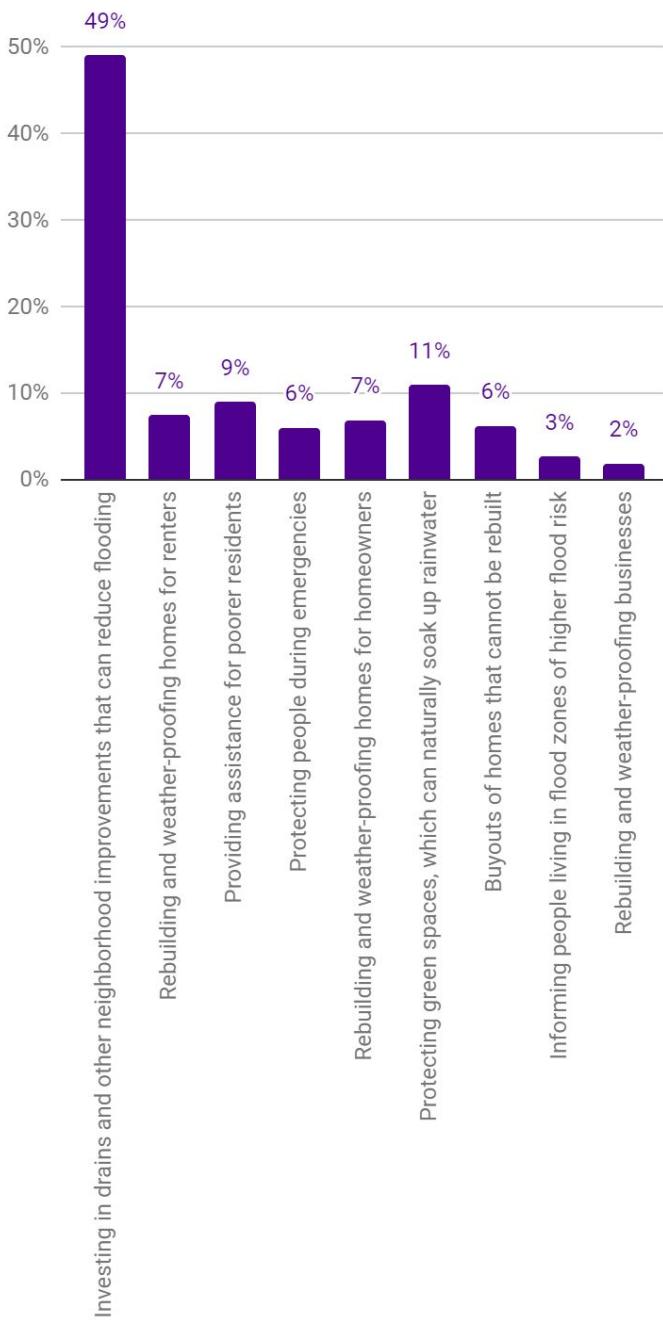
44% of respondents overall reported feeling negatively about their safety from natural disasters. In almost all Survey Areas the sense is that safety from natural disasters is getting worse.

**Respondents had difficulty staying up to date regarding recovery projects.**

80% of respondents reported that it has not been easy to stay up to date, or that they did not know where to find information. Of the responses submitted by those who were affected by Harvey, only 10% indicated that it has been easy to stay up to date. This underscores a crucial need for more outreach.

# What do you think are the best uses for the billions going to storm recovery and preparation this year?

Top priorities for respondents countywide

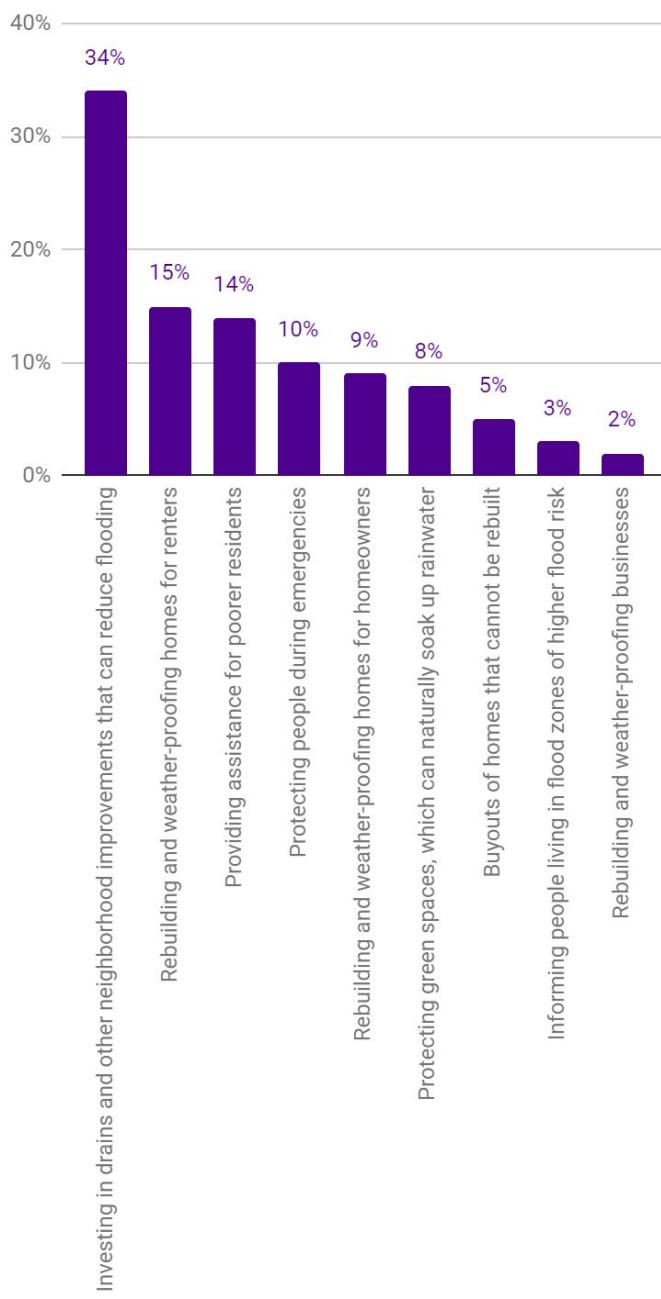


**Respondents overwhelmingly support infrastructure investments to reduce flooding in neighborhoods.**

When asked to choose their top priority for storm recovery funding among nine different options, almost half of survey respondents chose “investing in drains and other neighborhood improvements that can reduce flooding.” When including selections for respondents’ second and third priorities, this answer received over 50% of all responses. This was consistent regardless of respondents’ race, age group, or whether respondents’ were affected by Harvey. This implies that the importance of investing in infrastructure is widely shared among residents.

# What do you think are the best uses for the billions going to storm recovery and preparation this year?

Top priorities for respondents with problems paying for housing



The demand for immediate or short-term relief tended to be greater among less financially stable respondents, whereas more financially stable respondents preferred investments with long-term benefits.

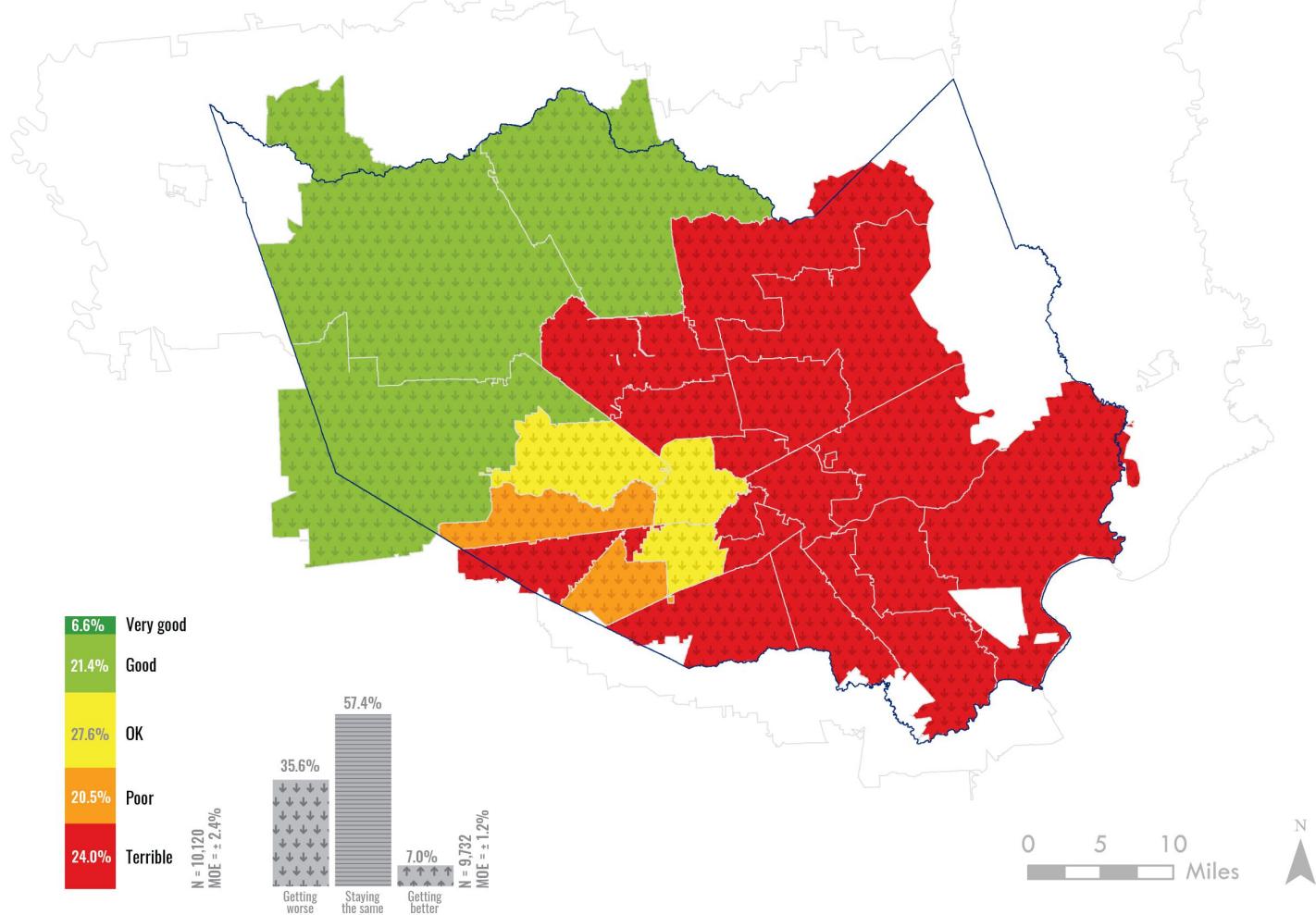
There was a large difference in response rates for this question based on socioeconomic characteristics of respondents - those of a more secure economic status are overrepresented. For example, a little over 20% of those with some problem paying for housing answered this question, while approximately half of those with not much problem paying for housing responded. Homeowners were also twice as likely to submit responses than renters. Therefore, we conducted additional analysis after separating those with and without problems paying for housing.

In addition to investing in neighborhood improvements, respondents with problems paying for housing were twice as likely to select "rebuilding and weather-proofing homes for renters" compared to more financially stable respondents, whose second most popular option after neighborhood improvements was investing in green space. Less financially stable respondents supported providing assistance for poorer residents and protecting people during emergencies.

# **Health & Environment**

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# The quality of the air we breathe and the water we drink is...

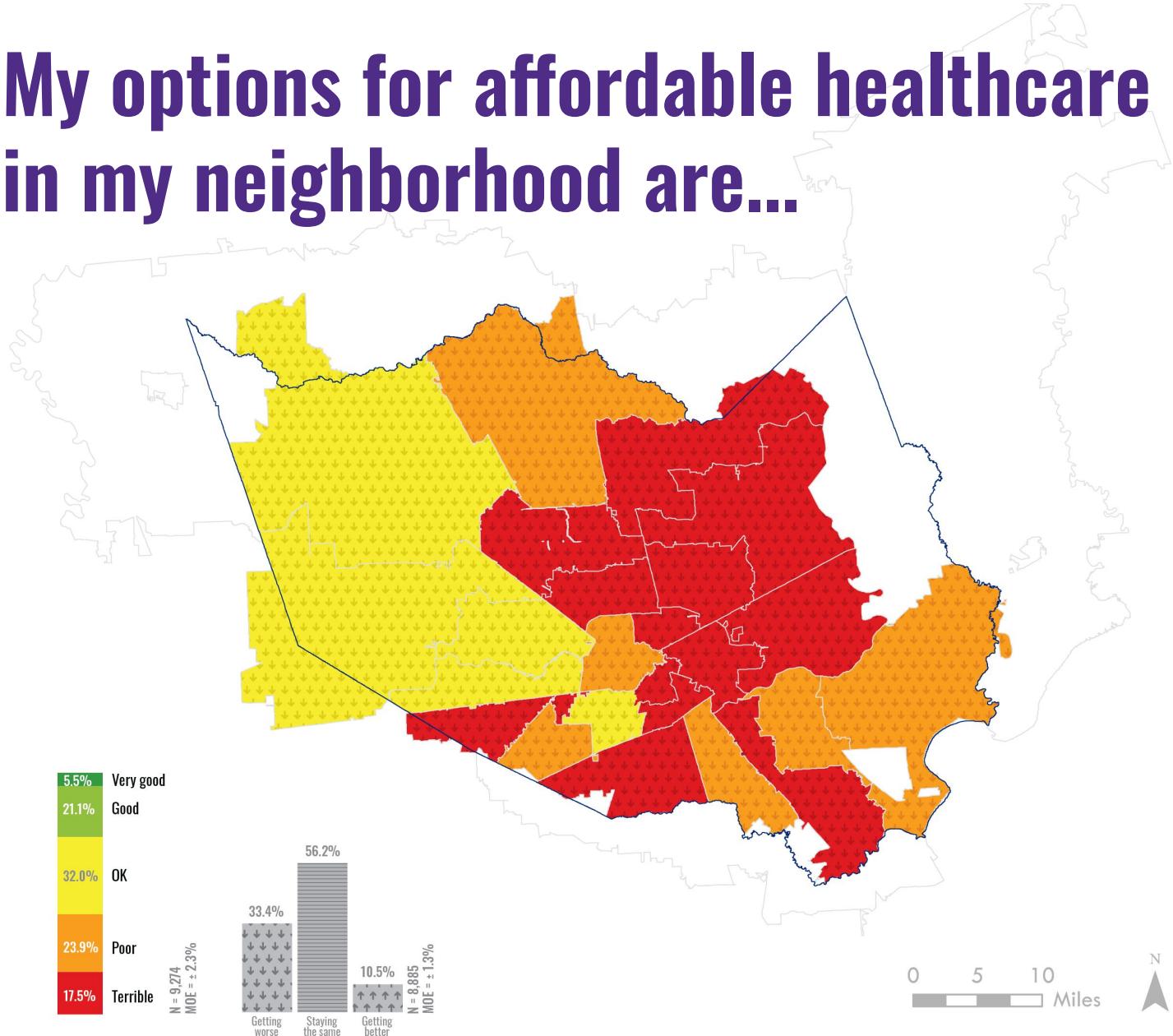


**Over half of all respondents think Harris County government should do more to maintain a clean environment.**

The survey indicates that air and water quality are not meeting the standards of Harris County community members – 24% of all respondents indicated air and water quality was poor or terrible, and over a third of residents across the county believe air and water quality is getting worse.

Respondents' sentiment about the current state of air and water quality break down along an east-west divide in the county: respondents who live west of Interstate 45 generally feel that their air and water quality is satisfactory. In contrast, respondents who live east of I45 feel that their current air and water quality is terrible.

# My options for affordable healthcare in my neighborhood are...

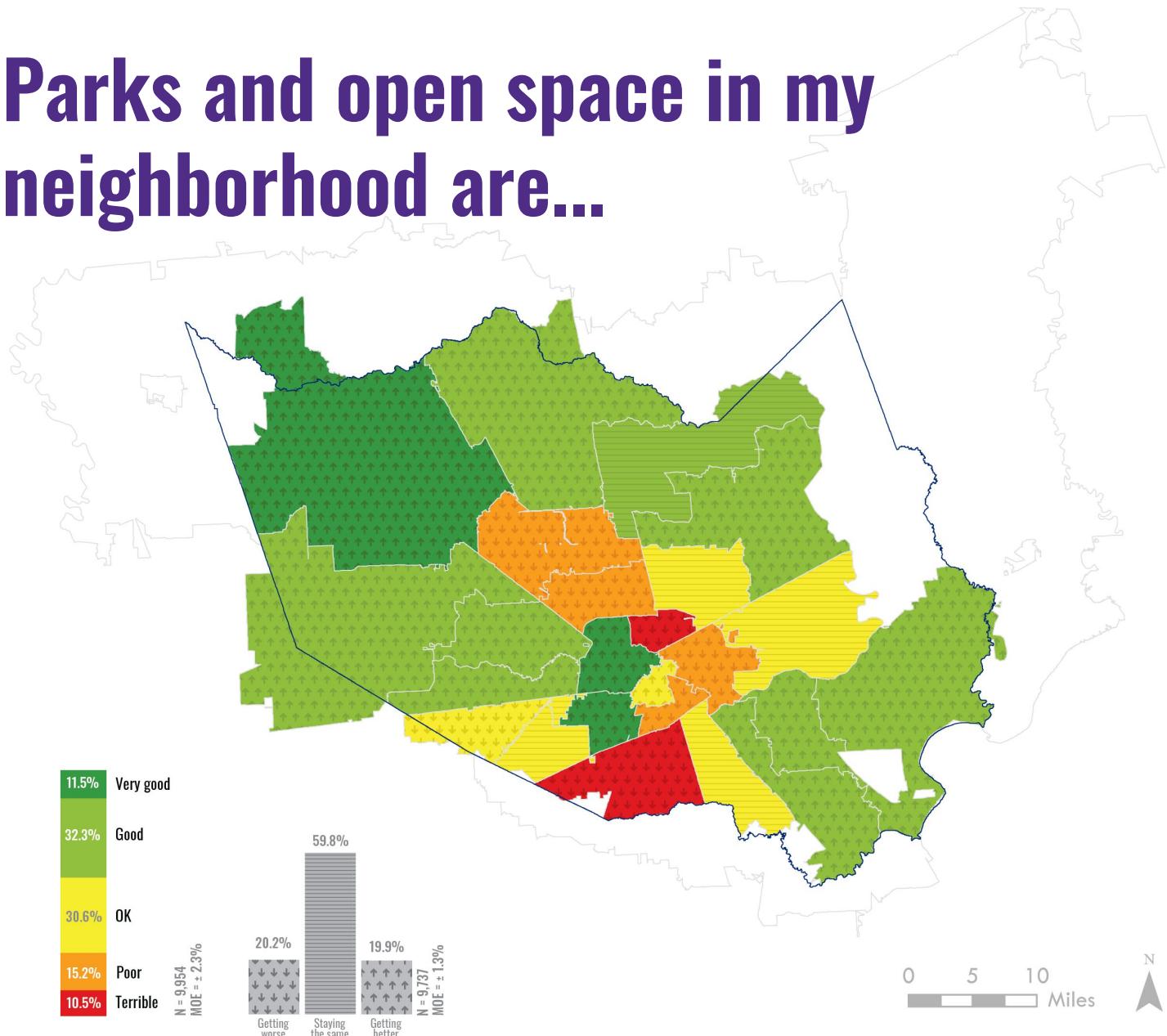


## Healthcare is increasingly unaffordable for many residents.

Respondents are united in their message that healthcare is not affordable. One third of all respondents expressed dissatisfaction with the quality of healthcare in their neighborhood. Respondents under 49 years old were more likely to report that healthcare is unaffordable compared to those 50 and above.

Respondents who live within the 610 loop and northeast Harris County were more likely to report that healthcare is unaffordable, and a third of all respondents regardless of health insurance status agree that affordable healthcare access is getting worse.

# Parks and open space in my neighborhood are...



**Residents love their parks, but some areas still lack good options.**

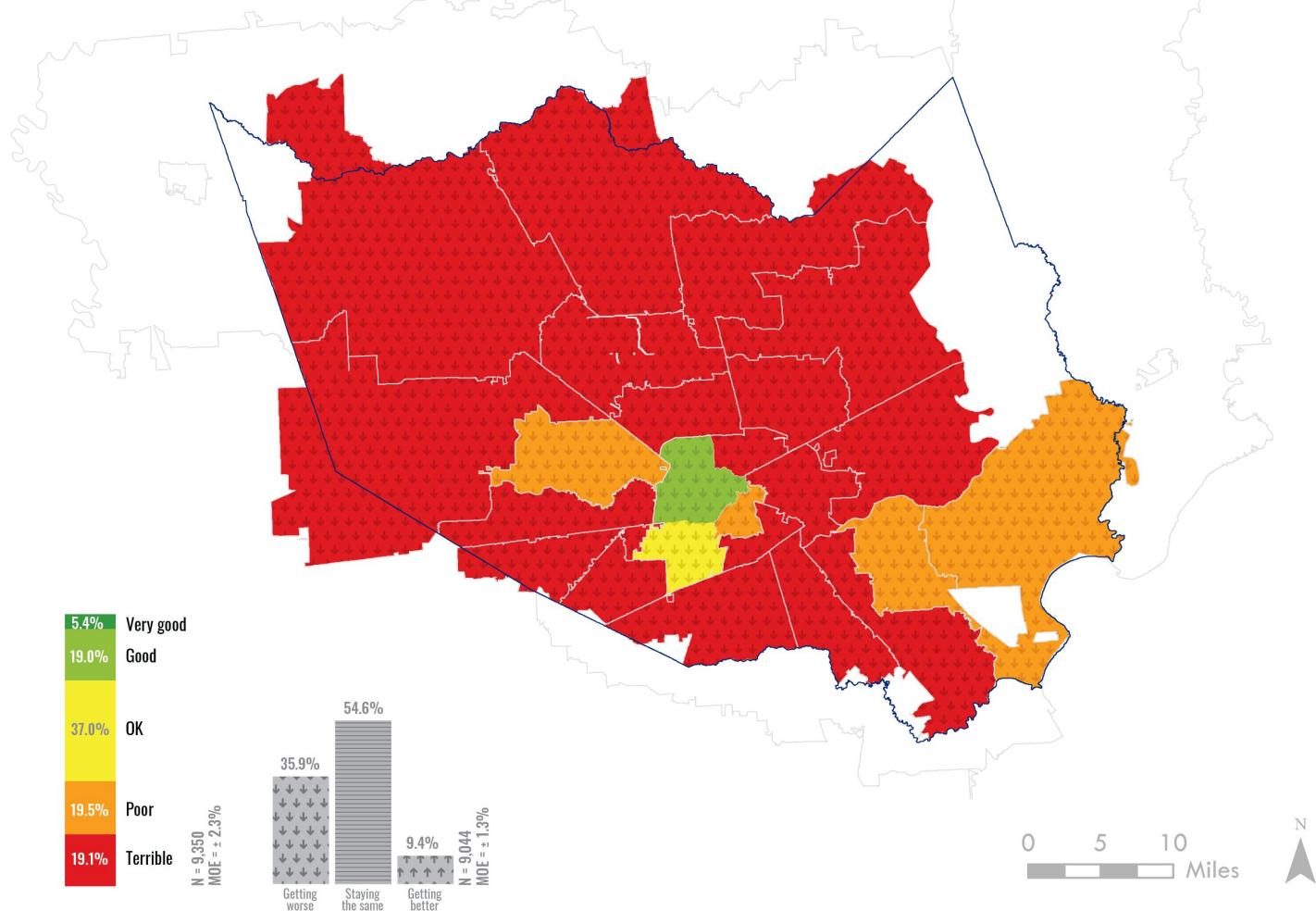
Despite dissatisfaction with the affordability of healthcare and air and water quality, respondents generally feel positively about the quality of parks and open spaces in their neighborhood, with 41% indicating that their parks were good or very good.

However, satisfaction with parks varied by geography, as respondents in northwest Harris County felt their open spaces were good and getting better, while respondents in northern Houston, Central Southwest, Sunnyside, and Southeast Houston see their parks as terrible and getting worse.

# Transportation

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# Commute times to work or school from my neighborhood are...

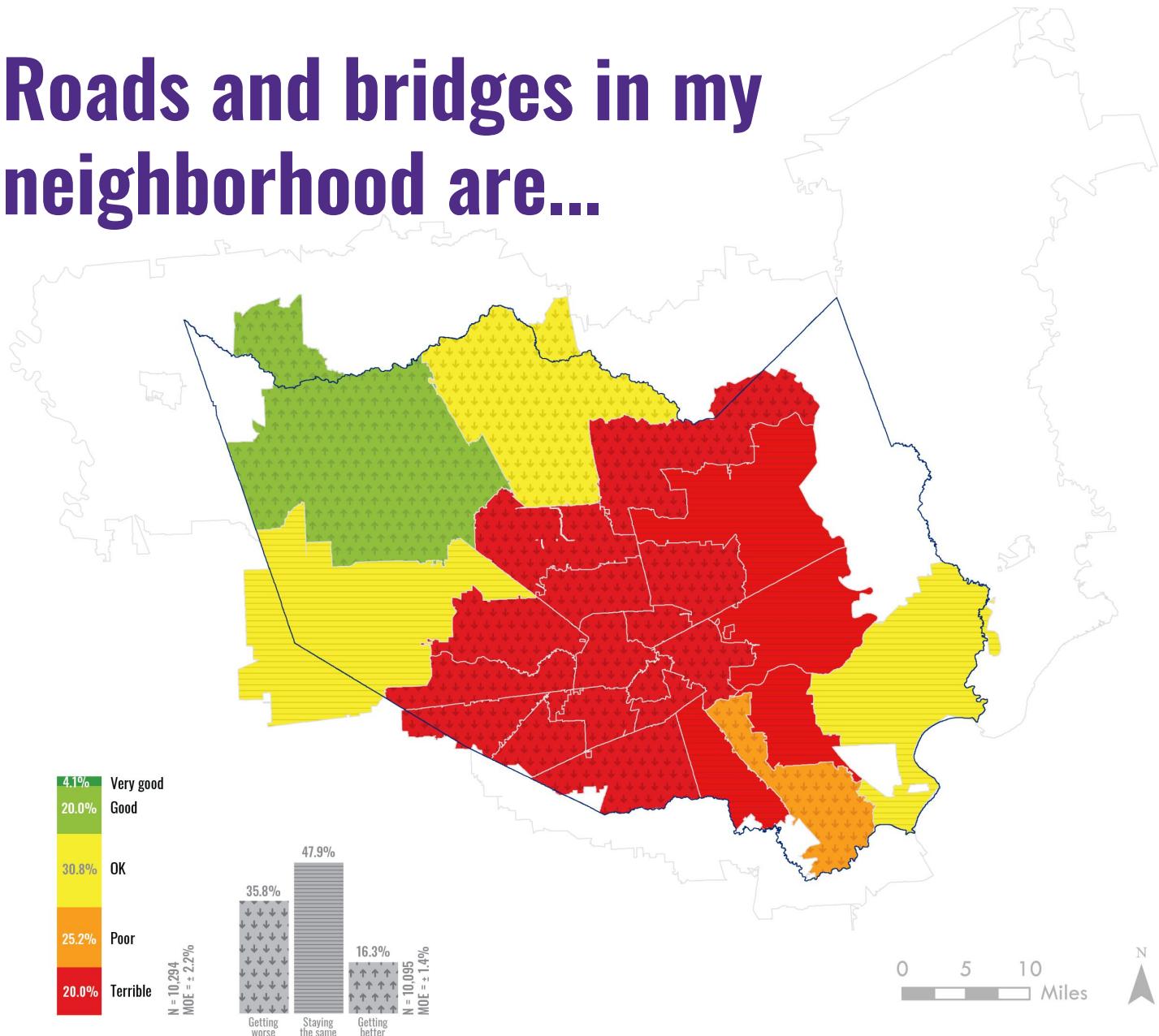


**Commute times are terrible almost everywhere, and are getting worse throughout Harris County.**

Excluding areas within the loop east or south of Downtown Houston, respondents on average felt that commute times were either poor or terrible in the entire county. The lack of geographic accessibility likely has negative impacts on respondents' economic opportunity.

Of the respondents who indicated that their ability to find a good job in their neighborhood was poor or terrible, 53% indicated that commute times were either poor or terrible, and 41% reported that commute times were getting worse.

# Roads and bridges in my neighborhood are...

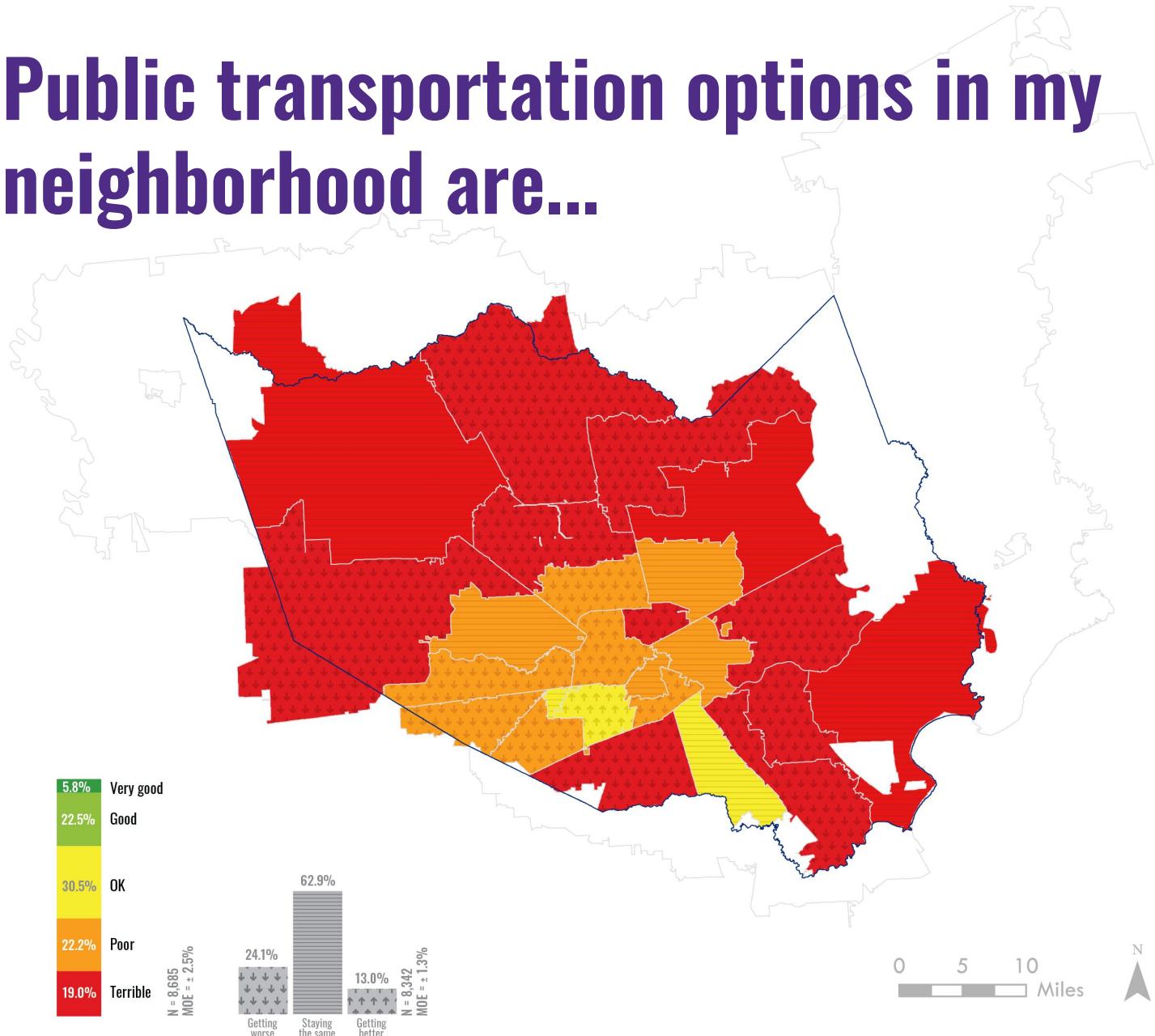


**County roads and bridges does not meet respondents' standards in most areas.**

45% of respondents do not feel that the quality of roads and bridges are sufficient, and 36% of respondents felt that their roads and bridges are getting worse.

Only respondents in northwest Harris County have a favorable opinion of the bridge and road quality in their neighborhood, while respondents within the Sam Houston Tollway and in northeast Houston in particular feel that road infrastructure is terrible and getting worse.

# Public transportation options in my neighborhood are...



**Across the county, public transportation options do not meet respondents' needs.**

Respondents are dissatisfied with the state of transportation and infrastructure in Harris County - three times as many respondents said public transportation is terrible than say it is very good. A quarter of respondents reported that public transportation options are getting worse - this was especially prevalent in areas not served by METRO.

The lack of quality public transportation has implications for residents' job access. Of the respondents who indicated that their ability to find a good job in their neighborhood is poor or terrible, 50% stated that public transit was poor or terrible.

# Walking and bike safety in my neighborhood is...



**Respondents do not feel that their neighborhoods are safe for bikers and pedestrians.**

Over 45% of respondents felt that walking and bike safety was poor or terrible, and this sentiment was particularly concentrated in the area east of Interstate 45 and in the Sam Houston Tollway. Building safer sidewalks was one of the top priorities for transportation funding.

Three out of four respondents feel that safety for walkers and bikers is either getting worse or staying the same. Respondents who live on the far western and eastern edges of Harris County tended to feel more neutral about bike and pedestrian safety. Within open response questions, survey respondents requested lit and protected bike lanes, trails, and other bike infrastructures.

# Safety for persons with disabilities in my neighborhood is...



**Many respondents stated that the County does not feel safe for persons with disabilities.**

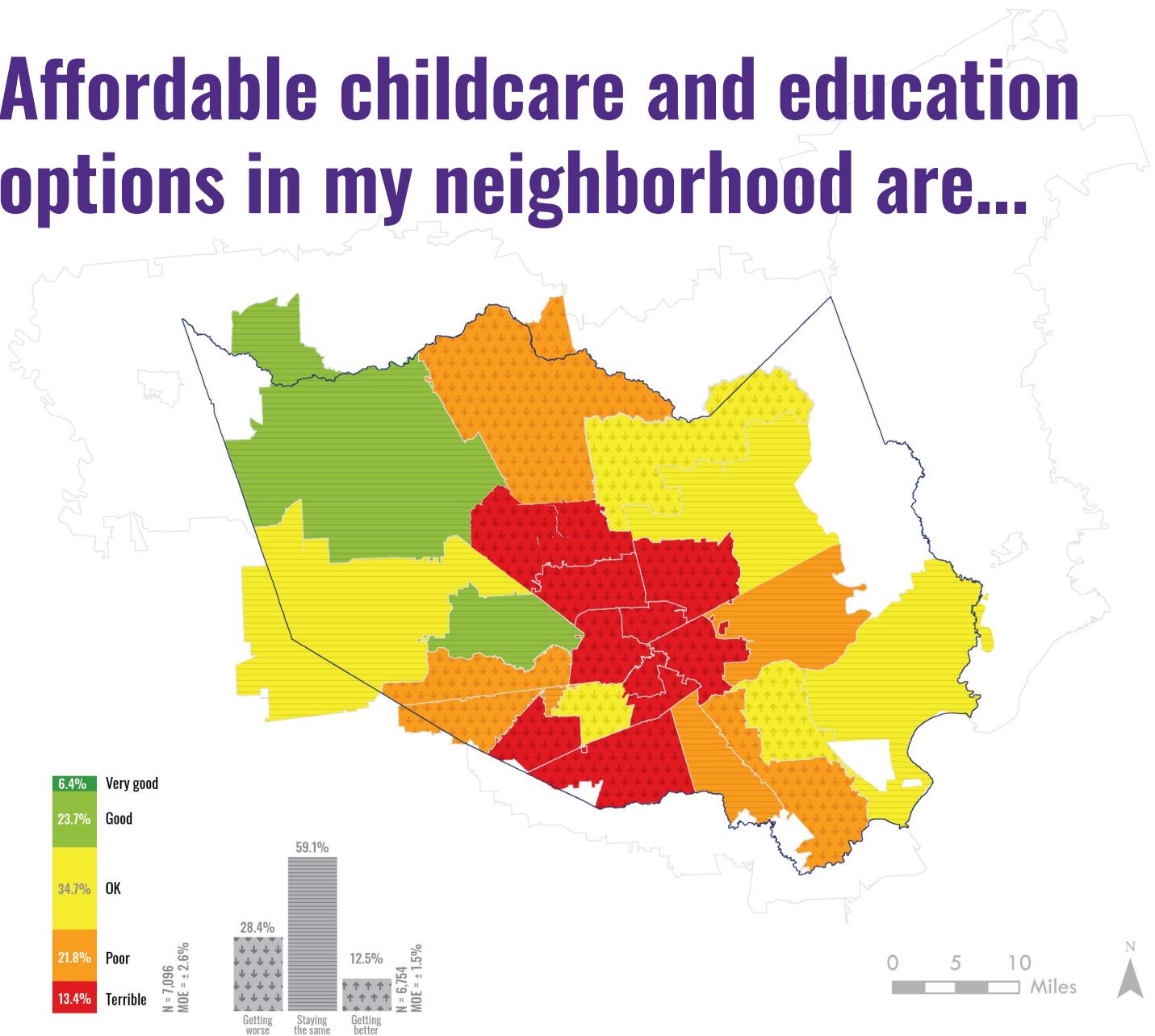
Nearly half of respondents stated that safety for persons with disabilities is either poor or terrible, and a third thought it was getting worse. Many respondents did not weigh in on this issue, as nearly a quarter stated that they did not know either the status or progress of safety for persons with disabilities.

Compared to the previous question on walking and biking safety, responses showed a similar geographic pattern, although respondents within the 610 responded more negatively for this question.

# **Children & Education**

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# Affordable childcare and education options in my neighborhood are...

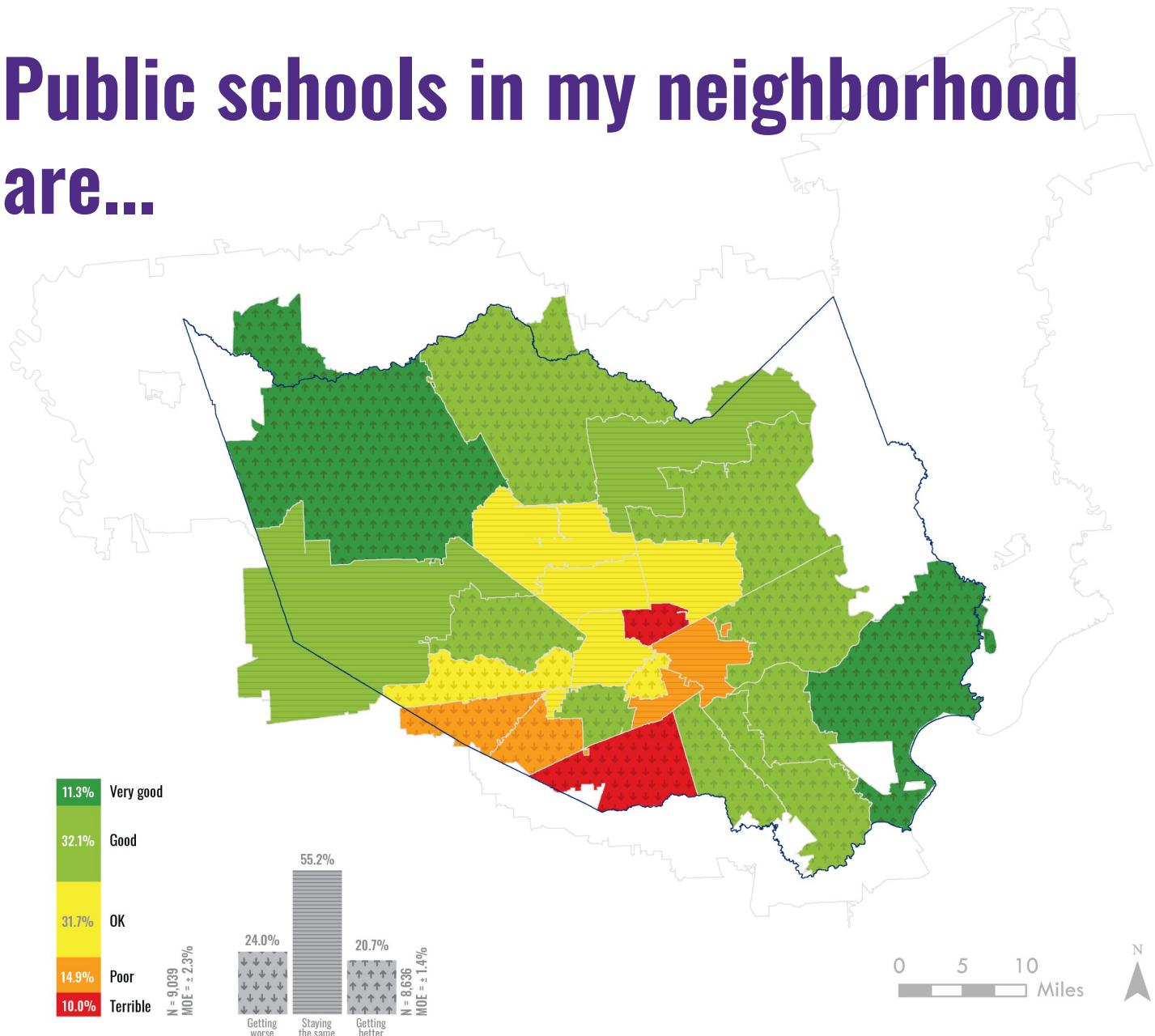


**Financially stable respondents were generally in favor of a tax to support children's services.**

Respondents generally feel that options for affordable childcare and education are inadequate, though responses varied geographically. Respondents are also unsure about the future of childcare: over a third responded they didn't know if it was getting better or worse, including 35% of respondents whose primary job is managing the home.

Respondents that would shoulder the greatest burden generally supported a small tax increase to provide additional funding for children's services in Harris County. Though a majority felt neutral (70%), of the respondents that offered a non-neutral opinion, and who have had no trouble, or "not much," trouble paying for housing in the past year, 59% are in favor and 41% are against.

# Public schools in my neighborhood are...

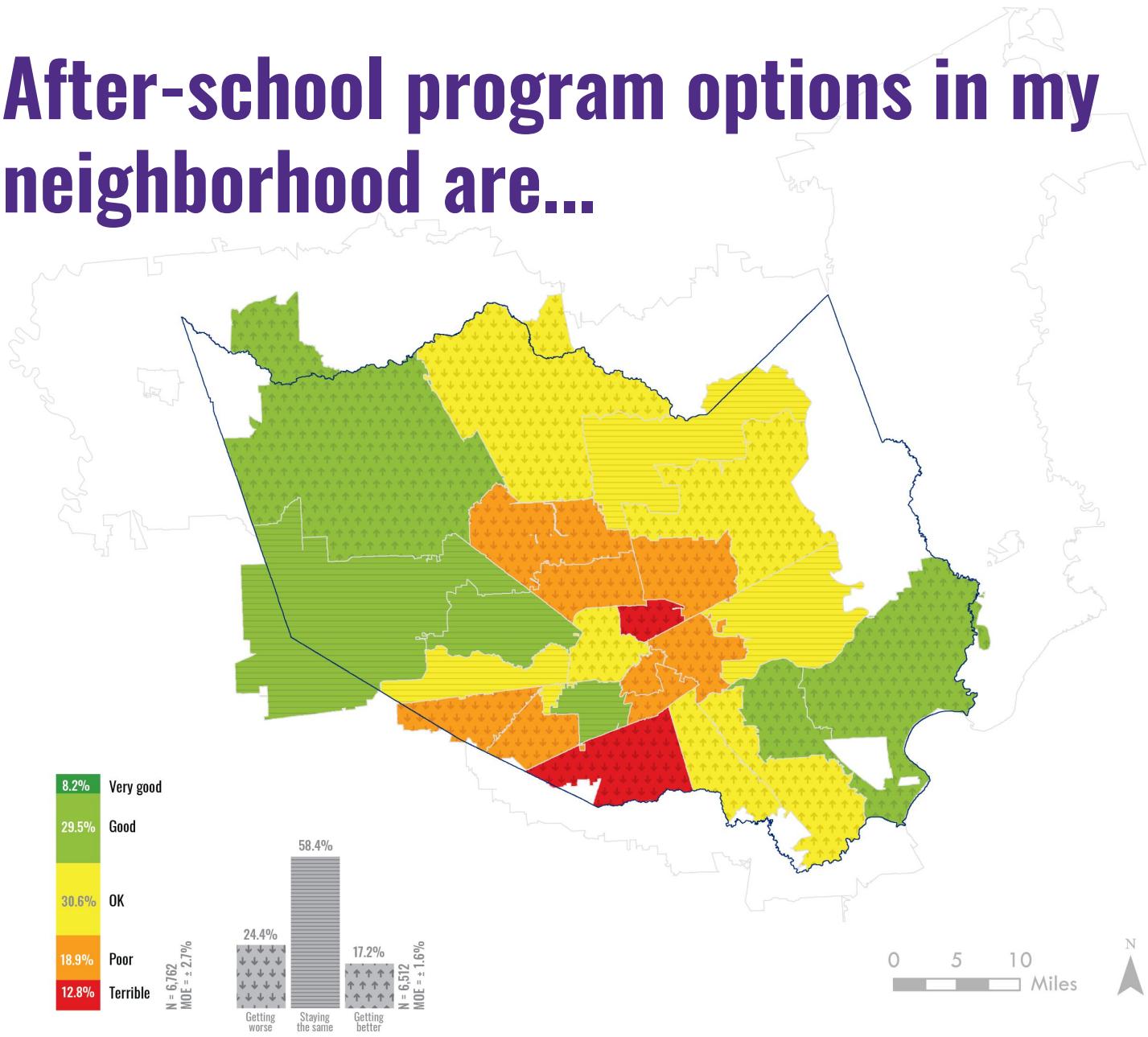


**Some respondents still do not have good access to public education.**

While the majority of respondents feel that public schools in their neighborhood are satisfactory, opinions on the quality of public school options differed by geography.

Respondents who live in northwest Houston and Baytown had the most positive opinions of their public schools, while respondents from Northside Village, Kashmere Gardens, the Fifth Ward, Central Southwest, Sunnyside, and Southeast Houston believe schools are getting worse.

# After-school program options in my neighborhood are...



## Some areas lack quality afterschool programs.

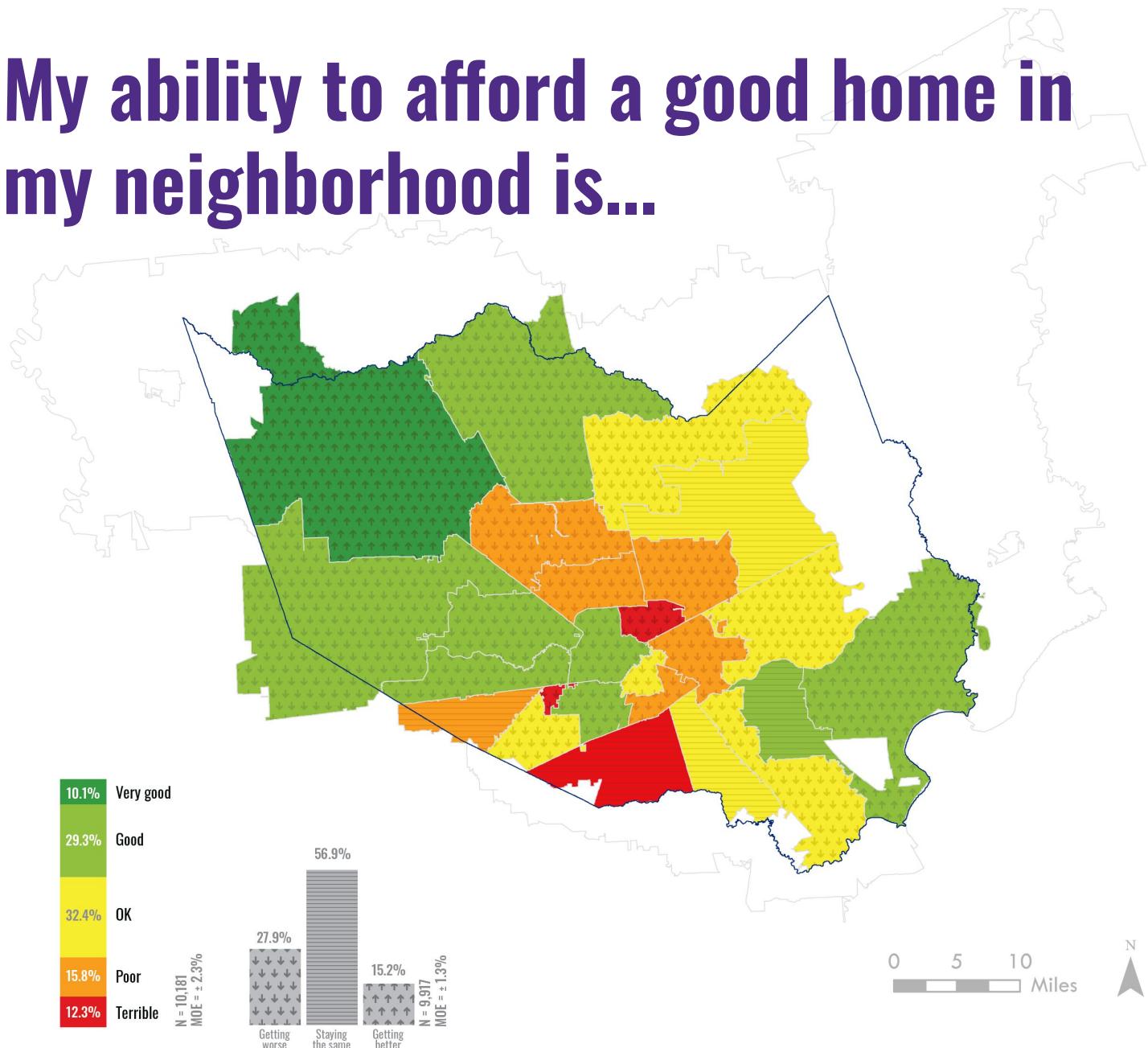
Across most of the county, respondents noted that after-school options were OK, poor or terrible. Together, many of these neighborhoods represent wide geographies with limited access to quality programs.

However, there may be a lack of community awareness about the state of after-school programs, as over a third responded they did not know about the quality and direction of after-school programs, even among those that manage the home.

# Housing & Economic Opportunity

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# My ability to afford a good home in my neighborhood is...

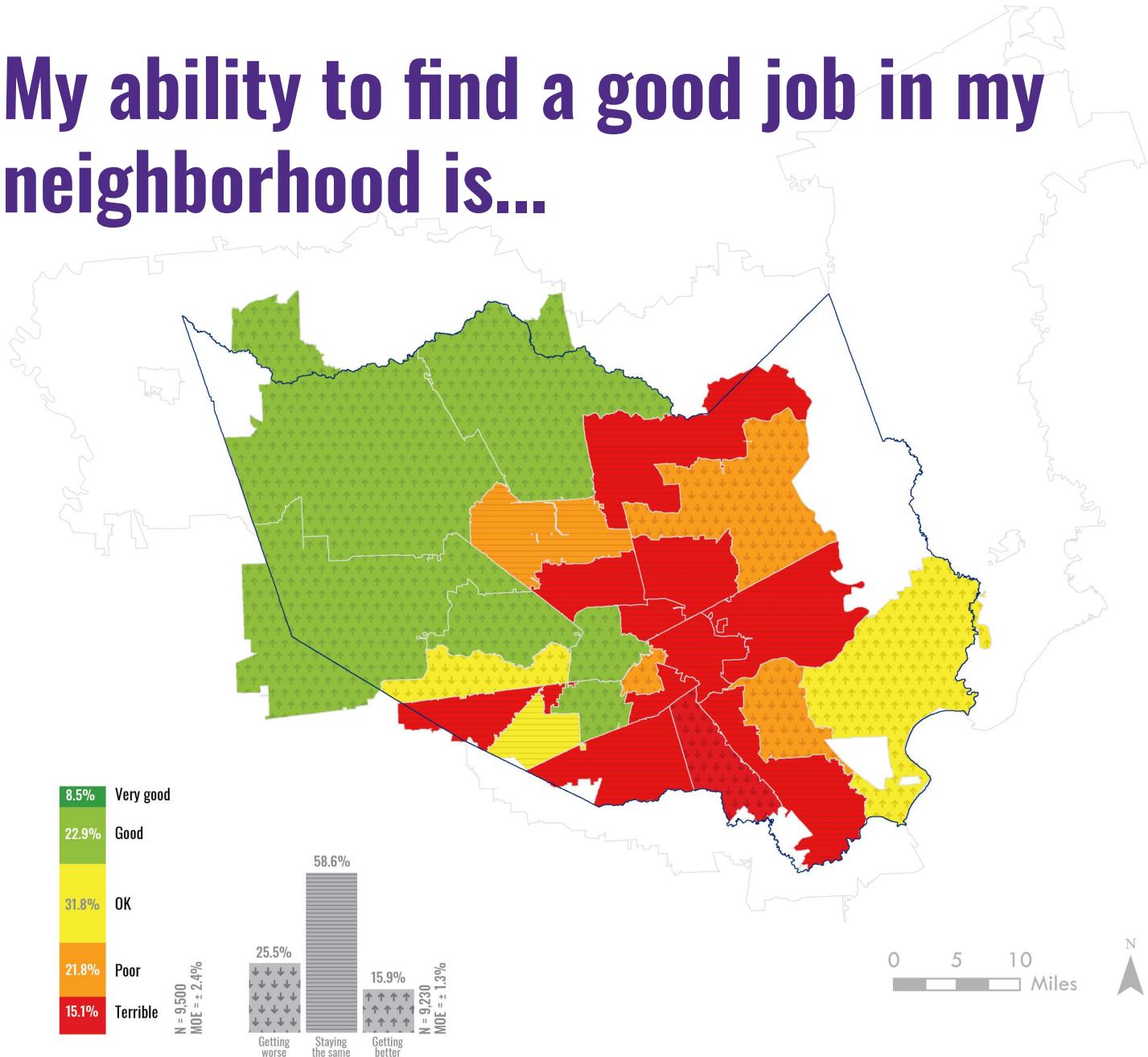


**One third of respondents had some kind of problem paying for housing in the last year.**

Across the county, 27% of respondents reported poor or terrible access to good homes. 34 percent of respondents reported having a serious or somewhat serious problem paying for rent within the last year. Renters reported 18% more problems paying for housing than homeowners.

16% of respondents rated both their ability to afford a good home and their ability find a good job as poor or terrible. 70% of those who reported issues paying for housing were also impacted by Harvey.

# My ability to find a good job in my neighborhood is...



**One third of respondents are not able to find good jobs in their neighborhoods.**

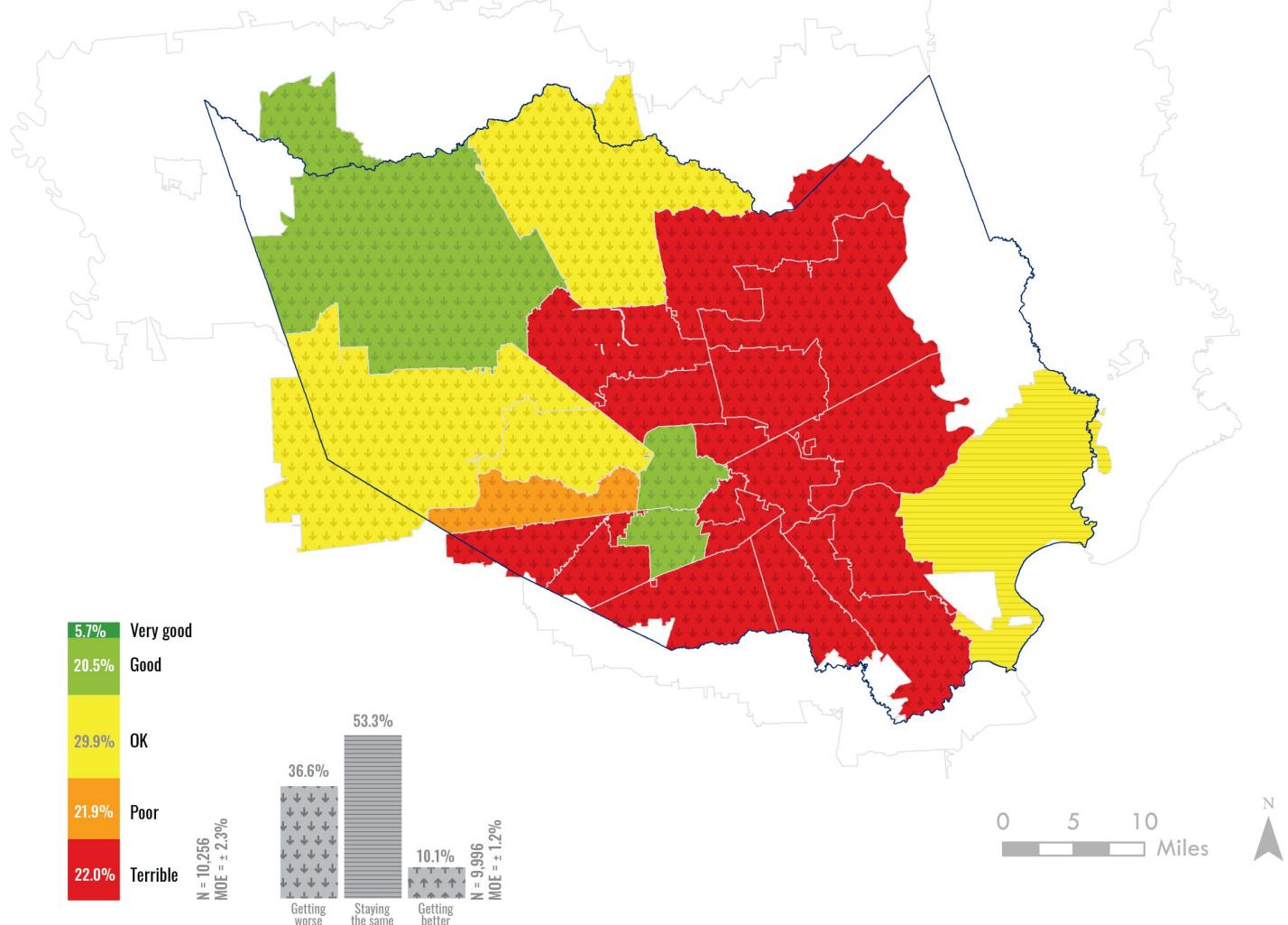
A third of respondents reported that, compared to their ideal, their ability to find a good job is poor or terrible. Respondents in eastern and southern Houston reported that their ability to find a good job is terrible and getting worse.

The largest reported obstacles to job access were a lack of training and education, closely followed by a lack of professional relationships or connections and work experience. Younger respondents were slightly more likely to feel their ability to find a job was negative, with 37% finding their job prospects lower than ideal.

# Criminal Justice

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# My sense of safety from violence in my neighborhood is...



**Respondents across the County feel that their neighborhoods are getting less safe.**

Respondents from every Survey Area, except for two, reported that neighborhood safety is getting worse. Over 40% of all respondents do not feel safe in their neighborhood, compared to just over half for black and Latino respondents.

Respondents who reported their gender as non-binary or genderqueer were over 1.5 times more likely to report feeling unsafe compared to men.

# I believe the criminal justice system in my neighborhood is...



**Nearly half of respondents had a negative perception of the state of the criminal justice system.**

Of respondents with a negative perception, over 80% were black or Latino. Negative perceptions of safety and the criminal justice system were concentrated in southern and eastern Harris County, particularly east of Interstate 45.

22% of Latino respondents did not know about the status of the criminal justice system compared to 16% of overall respondents, indicating a possible lack of transparency and knowledge about the system within Latino communities.



# Civic Participation

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# Civic Participation

## Civic Engagement and Government Accessibility



**Respondents want to stay up to date about their neighborhoods.**

Updates and news about neighborhood plans and investments, as well as problems reported in their neighborhoods, were more popular types of government information than information about free services and programs. Similarly, for respondents who attended Commissioners Court meetings in the past year, their main motivations were to stay up to date about issues in their neighborhoods or other topics of interest.

**Respondents prefer social media and websites to access government information.**

Respondents, especially younger age groups, preferred digital technology as their method of accessing government and community information. Respondents indicated they find out about local issues, community meetings, and events via social media, television, and email, each favored by over one-third of respondents who chose at least one method of communication. Slightly fewer respondents selected newspaper and radio, more by respondents in higher age groups.

**Most respondents don't know their precinct or commissioner's name.**

Only one in ten respondents gave the correct combination of their precinct and precinct commissioner's name. This proportion was higher for non-Houston residents, of whom more than 20% answered correctly, while less than 10% of Houstonians gave the right combination. Of respondents who answered the bonus quiz, about 60% correctly answered that Lina Hidalgo is the County Judge.

# Civic Participation

## Civic Engagement and Government Accessibility



**Most respondents, especially those who are less financially stable, do not participate in community or government meetings.**

Overall, 15% of respondents indicated that they have participated in at least one community or government meeting in the past year. Homeowners Associations and school board meetings were the most common community or government meetings that respondents participated in. Homeowners were more than twice as likely to participate in school board meetings, city council meetings, and Commissioners Court meetings. Other popular public events included those related to parks and recreation, cultural or athletic events, and volunteering.

**Many respondents do not know when Commissioners' Court meetings are scheduled, or have scheduling conflicts that make it impossible for them to attend.**

Scheduling conflicts and lack of awareness of meeting schedules were the most frequently cited reasons for why respondents did not participate in public meetings of the Commissioners Court - over a third of all respondents who indicated at least one reason for not being able to attend listed either of these issues. Over 20% responded that meetings were either not accessible online, meeting locations were too far from home or work, or that they did not know what these meetings were or why they were held. While few people indicated that language was a barrier for participation, language was a specific issue for Vietnamese speakers, identified in about one in five Vietnamese canvassed surveys.



# Appendix

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# Survey Questions

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# Survey Questions

## What should we know about you?

What is your zip code?

- [Input]

What precinct of Harris County do you live in?

- Precinct 1
- Precinct 2
- Precinct 3
- Precinct 4
- I don't know

In what year were you born?

[Input]

Would you say you are:

- Under 18
- 18 to 29
- 30 to 49
- 50 to 64
- 65 or older

Did you vote in the 2018 midterm elections?

- Yes
- No

Were you directly affected by Hurricane Harvey?

- Yes
- No

How many years have you lived in Harris County?

- [Input]

Which of the following best represents your gender identity?

- Woman
- Man
- Non-binary/ genderqueer
- Other [please specify]

Which of the following best represents your racial or ethnic heritage? (Check all that apply)

- White, Anglo
- Hispanic or Latino
- Black or African American
- Asian or Pacific Islander
- Bi-or multiracial
- Other [please specify]

Do you own or rent the place where you live? Or are you living with someone and not paying rent?

- Renter
- Homeowner
- Live with someone and not paying rent
- Other [please specify]

Do you currently have health insurance?

- Yes
- No

# Survey Questions

## What should we know about you?

Are you working full-time, part-time, going to school, managing the house, or something else?

- Working full-time
- Working part-time
- Going to school
- Managing the house
- Something else
- Retired

At any time in the past year, did you have a problem paying for housing? Has that been a very serious problem for you, somewhat serious, not much of a problem, or not a problem during the past year?

- Serious problem
- Somewhat serious
- Not much of a problem
- Not a problem

# Survey Questions

## Quality of Life

***These questions will ask you to rate different quality of life issues for your neighborhood—like the quality of their air—and whether you think things are getting better or worse on that issue.***

Compared to my ideal, in my neighborhood,

- my ability to afford a good home is...
- other people's ability to afford a good home is ...
- public schools are...
- after-school program options are...
- affordable childcare and education options are...
- options for affordable healthcare are...
- parks and open space are...
- the quality of the air we breathe and the water we drink is..

From my neighborhood, commute times to work or school are...

Compared to my ideal, in my neighborhood,

- the roads and bridges are...
- public transportation options are...
- walking and bike safety is...
- safety for persons with disabilities is...
- my sense of safety from a natural disaster is...
- my sense of safety from violence is...
- I believe the criminal justice system is...
- my ability to find a good job is...

Compared to other places in Harris County, my neighborhood is.....

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Is there anything else that concerns you or that needs to be improved in your neighborhood?

[Input]

### **Responses**

Question 1:

- Very good
- Good
- OK
- Poor
- Terrible
- I don't know
- Not applicable

Question 2:

- Getting better
- Staying the same
- Getting worse
- I don't know
- Not applicable

# Survey Questions

## Resident Insights

We will spend billions of dollars on storm recovery and preparation this year. What do you think are the best uses for that funding? (Select your first choice)

- Rebuilding and weather-proofing homes for renters
- Rebuilding and weather-proofing homes for homeowners
- Rebuilding and weather-proofing businesses
- Buyouts of homes that cannot be rebuilt
- Investing in drains and other neighborhood improvements that can reduce flooding
- Protecting green spaces, which can naturally soak up rainwater
- Protecting people during emergencies
- Informing people living in flood zones of higher flood risk
- Providing assistance for poorer residents

We will spend billions of dollars on storm recovery and preparation this year. What do you think are the best uses for that funding? (Select your second choice)

- Rebuilding and weather-proofing homes for renters
- Rebuilding and weather-proofing homes for homeowners
- Rebuilding and weather-proofing businesses
- Buyouts of homes that cannot be rebuilt
- Investing in drains and other neighborhood improvements that can reduce flooding
- Protecting green spaces, which can naturally soak up rainwater
- Protecting people during emergencies
- Informing people living in flood zones of higher flood risk
- Providing assistance for poorer residents

We will spend billions of dollars on storm recovery and preparation this year. What do you think are the best uses for that funding? (Select your third choice)

- Rebuilding and weather-proofing homes for renters
- Rebuilding and weather-proofing homes for homeowners
- Rebuilding and weather-proofing businesses
- Buyouts of homes that cannot be rebuilt
- Investing in drains and other neighborhood improvements that can reduce flooding
- Protecting green spaces, which can naturally soak up rainwater
- Protecting people during emergencies
- Informing people living in flood zones of higher flood risk
- Providing assistance for poorer residents

# Survey Questions

## Resident Insights

Has it been easy to stay up to date regarding the funding going to families for storm recovery and preparation?

- It has been easy
- It has not been easy
- I don't know where to find information
- Other [please specify]

The Harris County government plays a role in maintaining a clean environment throughout the County. Do you think the County is doing enough to maintain a clean environment?

- Too little
- Right amount
- Too much
- I don't know

Would you support a small increase to your tax bill to fund services for children in Harris County, including early childhood education programs, affordable childcare programs, and afterschool programs?

- Strongly favor
- Slightly favor
- Neutral
- Slightly oppose
- Strongly oppose

The County government hundreds of millions of dollars each year on transportation. What do you think are the best uses for that funding? (Rank your top 3)

- Building new roads and bridges
- Repairing existing roads and bridges
- Expanding and improving public transit options
- Building new bike lanes
- Building new trails along bayous
- Building safer sidewalks for pedestrians
- Investing in transportation to/from new neighborhoods
- Investing in transportation to/from existing neighborhoods

Do you have access to a job that would enable you to support your family?

- Yes
- No

If not, what are the obstacles? (check all that apply)

- I don't have the right work experience
- I don't have the right training, certification or school diploma
- I don't have the right relationships or connections
- I don't speak the language
- I don't have affordable childcare
- There are no available jobs where I live
- I don't have a reliable car
- I don't have reliable public transportation options near me

# Survey Questions

## Civic Participation

Have you ever contacted a County official? If so, how did you contact them? (check all that apply)

- Email
- Text Message
- Social Media
- Mail
- Phone Call
- Other [please specify]

In the last year, have you attended any of the following types of community or government meetings?

- City Council
- School Board
- Homeowners Association
- Harris County Commissioner's Court
- Other (please specify)

If so, why? (Check all that apply)

- To use free services and programs
- To stay up to date about my community
- To stay up to date about a specific issue
- To report problems in my neighborhood
- To argue for or against plans in my neighborhood
- There is clear information about when/where it takes place
- It's at an accessible place and time
- The information is relevant

Are there other reasons you would say motivated you to attend a public meeting?

- [input]

If not, why not? (Check all that apply)

- Meetings are scheduled at inconvenient times
- Meetings are too far from my home and work
- Meetings are not relevant to issues I care about
- I do not know when meetings are scheduled to take place
- I do not speak the languages used at meetings
- Childcare is not provided during these meetings
- Meetings are not accessible online
- I don't know what those groups do or why the meetings are held

# Survey Questions

## Civic Participation

In the last year, have you attended any of the below types of public events? (Check all that apply)

- Athletic
- Business & Finance
- City Government Office
- Cultural
- Education
- Environment
- Free
- Health & Public Safety
- Hearings and Meetings
- Holiday
- Kids and Family
- Parks & Recreation
- Street and Neighborhood
- Tours
- Volunteer

Where do you find out about local issues, community meetings and events? (check all that apply)

- Newspaper
- Radio
- Television
- Mail
- Email
- Social Media
- Search Engine (for example, Google).
- Website
- Other [please specify]

We want to keep you better informed. What government information is most relevant to you? (Check all that apply)

- Information about free services and programs
- Updates and news about problems reported in my neighborhood
- Updates and news about neighborhood plans and investments
- Other [please specify]

What is the best way for you to access this information?

- Public Meetings or Postings
- Hotlines
- Websites
- Mobile Apps
- Social Media
- Other [please specify]

What do you want to share with your local government offices?

- My priorities for my neighborhood
- My perspective about a specific issue
- Problems in my neighborhood
- Other [please specify]

# Survey Questions

## Bonus Civics Quiz

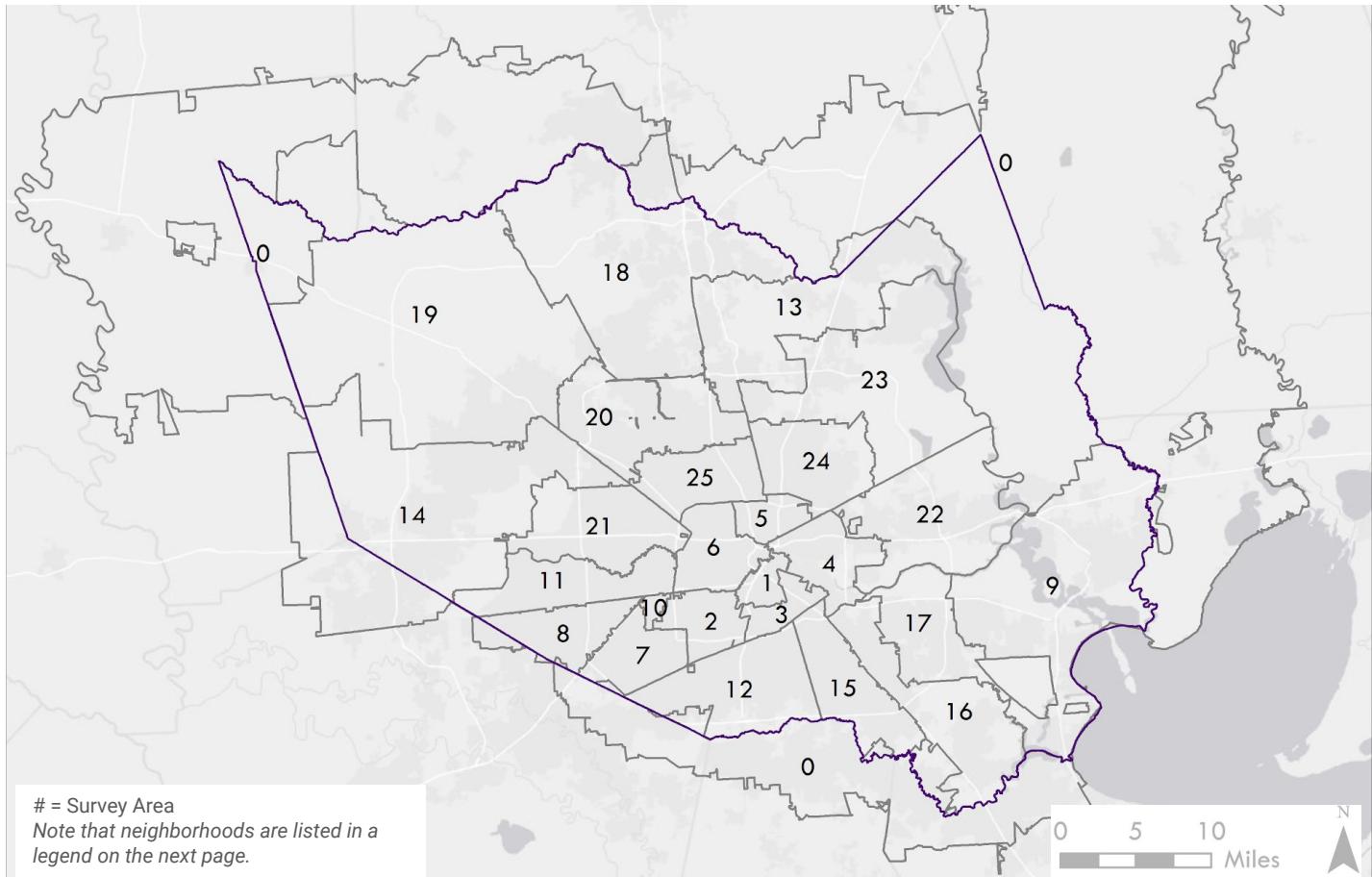
Do you know the name of your Precinct Commissioner? (Yes or No?)

- Jack Cagle
- Rodney Ellis
- Steve Radack
- Adrian Garcia
- I don't know

Do you know the name of your County Judge?  
(Yes or No?)

- Lina Hidalgo
- Ed Emmett
- Robert Eckles
- John Lindsay
- I don't know

# How were neighborhoods mapped?



In order to analyze respondents' views of specific issues within their neighborhoods, HR&A developed a methodology to map zip code data across the county. As there were not enough responses for statistical significance within each ZIP code to draw conclusions, HR&A clustered ZIP codes into groupings. The County was thus divided into 25 "**Survey Areas**".

ZIP code clusters were grouped according to the following conditions:

- Survey Areas contain only whole, and not partial, ZIP codes;

- Where possible, boundaries align with existing official boundaries (county subdivisions, city limits, etc.) and other borders such as highways that divide neighborhoods;
- Each Survey Area includes enough responses to draw statistically significant conclusions. Response counts ranged from 196 to 844 for each Survey Area. ZIP codes that could not be incorporated into a Survey Area were excluded from the Quality of Life analysis.

*A list of ZIP codes and neighborhoods by Survey Area is included in the next page.*

# Neighborhoods in Survey Areas

<b>Survey Area</b>	<b>ZIP Codes</b>	<b>Neighborhoods and Jurisdictions</b>
1	77003, 77004, 77010	Museum Park, Greater Third Ward, McGregor, Second Ward, Greater Eastwood
2	77005, 77025, 77030, 77054, 77401	Medical Center Area, Astrodome Area, South Main, Braeswood, University Place, City of Bellaire
3	77021, 77023	Greater Ost/South Union, Gulfgate Riverview/Pine Valley, Lawndale/Wayside, Greater Eastwood
4	77011, 77012, 77020, 77029	Magnolia Park, Harrisburg/Manchester, Dever Harbor/Port Houston, Second Ward, Greater Fifth Ward, Pleasantville Area, Clinton Park Tri-Community
5	77009, 77026	Near Northside, Kashmere Gardens, Greater Fifth Ward
6	77002, 77006, 77007, 77008, 77019, 77027, 77046, 77098	Downtown, Midtown, Fourth Ward, Greater Heights, Lazybrook/Timbergrove, Washington Avenue Coalition/Memorial Park, Afton Oaks/River Oaks, Greenway/Upper Kirby, Neartown/Montrose,
7	77031, 77035, 77071, 77074, 77096	Willow Meadows/Willowbend, Meyerland, Braeburn, Brays Oaks
8	77036, 77072, 77083, 77099	Sharpstown, Westwood, Alief
9	77520, 77521, 77536, 77571, 77586	Southeast Harris, Baytown
10	77081	Gulfton
11	77042, 77056, 77057, 77063, 77077, 77082	Greater Uptown, Midwest, Briar Forest, Westchase, Eldridge/West Oaks,
12	77033, 77045, 77047, 77048, 77051, 77085	Fondren Gardens, Central Southwest, South Acres/Crestmont Park, Sunnyside, South Park, Minnetex
13	77032, 77060, 77073, 77338, 77339, 77345	IAH/Airport Area, Greater Greenspoint
14	77041, 77084, 77094, 77449, 77450, 77493, 77494	Carverdale, Addicks Park Ten, Eldridge/West Oaks, City of Katy
15	77061, 77075, 77087, 77089	Golfcrest/Bellfort/Reveille, Greater Hobby Area
16	77017, 77034, 77058, 77059, 77062, 77587, 77598	Park Place, Meadowbrook/Allendale, Edgebrook, City of South Houston, South Belt/Ellington, Clearlake, City of Webster, City of League City, City of Nassau Bay
17	77502, 77503, 77504, 77505, 77506	City of Pasadena
18	77014, 77066, 77067, 77068, 77069, 77090, 77373, 77375, 77379, 77388, 77389	City of Tomball, Northwest Harris including Willow, Klein, Louetta
19	77065, 77070, 77095, 77377, 77429, 77433, 77447	Northwest Harris including Cypress
20	77037, 77038, 77040, 77064, 77086, 77088	Fairbanks/Northwest Crossing, Greater Inwood, City of Jersey Village
21	77024, 77043, 77055, 77079, 77080	Spring Branch East, City of Hunter's Creek Village, City of Spring Valley, City of Hedwig Village, City of Bunker Hill Village, Memorial, Spring Branch West/Central/North/East
22	77013, 77015, 77049, 77530, 77547	El Dorado/Oates Prairie, Northshore, Hunterwood, City of Galena Park
23	77039, 77044, 77050, 77346, 77396	Lake Houston, Summerwood, Dyersdale
24	77016, 77028, 77078, 77093	East Little York / Homestead, Settegast, Trinity/Houston Gardens, Eastex - Jensen Area
25	77018, 77022, 77076, 77091, 77092	Northside/Northline, Central Northwest, Independence Heights, Acres Home

